

**Appendix A  
Interviews**

**Dominick Battaglia, Mechanic – 53 pages**  
**Dan Kinan, Lead Mechanic – 41 pages**  
**Jeff Vallejo, Quality Assurance Inspector – 13 pages**  
**Dale Nelson, Principle Maintenance Inspector – 106 pages**

NATIONAL TRANSPORTATION SAFETY BOARD  
OFFICE OF AVIATION SAFETY

SUBJECT: Major Aviation Accident, NYC03MA183  
Investigation Interviews

DATE OF INTERVIEW: August 27, 2003

INTERVIEWEE: Dominick Battaglia, Colgan Air Aircraft  
Mechanic

INTERVIEWERS: Stephen Carbone  
NTSB

Steven Magladry  
NTSB

Larry Mayer  
FAA - Boston FSDO

Robert Ramey  
Raytheon Aircraft

Robert Moorhead  
Colgan Air

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P R O C E E D I N G

MR. CARBONE: Okay. If you would, please, tell us a little bit about yourself. Where you got your license, how you got your license and --

THE WITNESS: Well, I got it in Florida at the National Aviation Academy. I started April 20, 2000 -- I can't remember now -- '99 -- I believe it was 2000, April of 2000.

MR. CARBONE: And where in Florida?

THE WITNESS: Clearwater.

MR. CARBONE: Clearwater, and you have an airplane (Airframe and Powerplant license--

THE WITNESS: Yes, I have.

MR. CARBONE: How long had you been working for Colgan?

THE WITNESS: April 2002, a year and a couple months ago.

MR. CARBONE: Can you tell me what kind of training you received as far as the 1900?

THE WITNESS: Each phase, Phase I and Phase II, of the Beech Aircraft, 1900 -- engines.

MR. CARBONE: Is that familiarization--?

THE WITNESS: Yes.

MR. CARBONE: How many phases are there?

THE WITNESS: Two so far.

1 MR. CARBONE: Okay. What is your work  
2 schedule like?

3 THE WITNESS: Sunday to Wednesday, 10-hour  
4 shifts, three days off. Just, basically, the Beeches  
5 that come in.

6 MR. CARBONE: What type of fleet do you  
7 have--? Do you have the Beech 1900 here? --

8 THE WITNESS: Yes, that's the 1900D.  
9 Nineteen hundred. Yes.

10 MR. CARBONE: About how many?

11 THE WITNESS: What do you mean, a night or  
12 like --

13 MR. CARBONE: Yeah, how many a week - do you  
14 see -- ?

15 THE WITNESS: Depending on the night, between  
16 one to four.

17 MR. CARBONE: Do you have any problems with  
18 your sleeping during the schedule, days off or your  
19 schedule workdays?

20 THE WITNESS: Like when I go home on my days  
21 off, do I have problems sleeping?

22 MR. CARBONE: Or even on the nights you work?

23 THE WITNESS: No.

24 MR. CARBONE: What are your scheduled hours?

25 THE WITNESS: Eight-thirty at night until

1 seven in the morning.

2 MR. CARBONE: Is everything okay at home as  
3 far as - are there any problems at home that would  
4 effect your - job?

5 THE WITNESS: No, no problems at home.

6 MR. CARBONE: What do you think of the  
7 maintenance manual that you work with?

8 THE WITNESS: I like them. I use the  
9 maintenance manual. It seems to be okay with me.

10 MR. CARBONE: Any problems that you ever run  
11 into?

12 THE WITNESS: Not that I can recall.

13 MR. CARBONE: How about if you did run into a  
14 problem, what would you do? Do you know what the  
15 procedure would do?

16 THE WITNESS: I would ask my lead on that and  
17 have him explain it. If he can't explain it, then  
18 probably somebody else would. Even the manager. You  
19 usually go to the lead.

20 MR. CARBONE: Is there ever anytime that you  
21 ever have things broken in aircrafts or problems with  
22 these manuals?

23 THE WITNESS: I don't recall. They did call  
24 two times. I don't remember what they were for though.

1           MR. CARBONE: Do you know what the procedure  
2 would be if you had a problem with the manual and --  
3 had to get things  
4 changed or something?

5           THE WITNESS: The manager would call up and -  
6 get with Raytheon and find out if anything was changed  
7 or we'd look into Raytheon and call them up.

8           MR. CARBONE: What was the training like?  
9 Could you describe it a little bit? What training you  
10 received and go into it a little bit more?

11          THE WITNESS: Before I came onto the company?  
12 The training before?

13          MR. CARBONE: Not yet. The training you  
14 received at Colgan; kind of describe what it's like,  
15 what exactly it involves--

16          THE WITNESS: Well, that's what I mean. I  
17 went to the Beech class before I went on to the - final  
18 tier enrollments.

19          MR. CARBONE: Okay, Colgan sent you to Beech  
20 class?

21          THE WITNESS: Right.

22          MR. CARBONE: Where?

23          THE WITNESS: In Manassas.

24          MR. CARBONE: In Manassas?

25          THE WITNESS: Right.

1           MR. CARBONE: And what type of experience did  
2 you have prior to this?

3           THE WITNESS: Through A&P School. Basically,  
4 that was it.

5           MR. CARBONE: Okay.

6           THE WITNESS: I didn't work on any aircraft  
7 before that.

8           MR. CARBONE: Tell us a little bit about the  
9 detail check. Were you familiar with the detail check?  
10 Were you trained on it prior?

11          THE WITNESS: Yes.

12          MR. CARBONE: To --

13          THE WITNESS: Yes.

14          MR. CARBONE: Did you ever work that  
15 particular part of the airplane?

16          THE WITNESS: Yes, I have.

17          MR. CARBONE: Did you ever do elevator -- the  
18 work you're doing as far as non-routine work, did you  
19 ever do that before, with elevator actuator, before  
20 that night?

21          THE WITNESS: Have I done them before, is  
22 that what you're saying?

23          MR. CARBONE: Had you received training on  
24 that before or did you accomplish that before changing  
25 the actuators--?

1 THE WITNESS: Yes, I'm training before I did  
2 them that night.

3 MR. CARBONE: Previously?

4 THE WITNESS: Right.

5 MR. CARBONE: How about the tensiometer?

6 THE WITNESS: Yes.

7 MR. CARBONE: How to work the risers?

8 THE WITNESS: I don't remember the risers.  
9 On the cables, the risers.

10 MR. CARBONE: No, the risers on the  
11 tensiometer. What does your tensiometer look like?  
12 How was it working?

13 THE WITNESS: I'd have to see it. I'm not  
14 too familiar with it. Once I look at it, I can work  
15 it.

16 MR. CARBONE: Do you know what chart it goes  
17 to - for finding different risers? Do you know what  
18 I'm talking about when I say risers?

19 THE WITNESS: Yeah, the little pegs that you  
20 take off that you put back on, different sizes.  
21 There's three of them in different sizes.

22 MR. CARBONE: In different sizes, yeah.

23 THE WITNESS: Right. There's a chart with  
24 the book with the tensiometer inside the casing. It's  
25 laminated and we go with that one.

1 MR. CARBONE: Okay.

2 THE WITNESS: Yeah.

3 MR. CARBONE: Okay. I want to look at the  
4 -- this is the Detail work you used the other day for  
5 the tab free play check, -- are  
6 you aware that the tab free play check -- is different  
7 from what the manual shows?

8 THE WITNESS: I'd have to look at the manual  
9 again.

10 MR. CARBONE: It's a little more detailed  
11 that the manual. Did you ever notice that?.

12 THE WITNESS: This is more detailed. This  
13 is.

14 MR. CARBONE: The manual?

15 THE WITNESS: Yes.

16 MR. CARBONE: Who were you working with on  
17 these different elevator trim tab actuators?--

18 THE WITNESS: I was working with Scott. I  
19 don't remember the gentleman's last name.

20 MR. CARBONE: Scott.

21 THE WITNESS: Yes.

22 MR. CARBONE: Is he the lead?

23 THE WITNESS: No. That's not the lead that  
24 night. The lead, Scott, was there, but it was a new  
25 guy. I don't know his last name.

1                   MR. CARBONE: Okay. How much of the repair  
2 was he there for?

3                   THE WITNESS: He was just there to help me  
4 out and hold wrenches and hold the unit up in place,  
5 so he held one end wrench on the other side and I held  
6 the other side. He was just there as a mechanic's  
7 helper, basically.

8                   MR. CARBONE: Holding the turnbuckle steady  
9 while you turned it?

10                  THE WITNESS: Yes.

11                  MR. CARBONE: At what point did you find out  
12 that the actuators were no good? When you checked,  
13 before you went and checked, did you find out the  
14 actuators were worn--?

15                  THE WITNESS: I originally found - them that  
16 there was play in them?

17                  MR. CARBONE: Right.

18                  THE WITNESS: I wasn't there that night. I  
19 started Sunday, and they found them Saturday.

20                  MR. CARBONE: Oh, they found them on  
21 Saturday, okay.

22                  THE WITNESS: Yes.

23                  MR. CARBONE: And what did they do, write up  
24 anything on that?

1 THE WITNESS: They wrote -- I believe they  
2 wrote them up.

3 MR. CARBONE: -- They left it for you to  
4 check to change?

5 THE WITNESS: I believe so, because when I  
6 came in Sunday we went up there and changed them out.

7 MR. CARBONE: Okay. So, you have a left-hand  
8 elevator tab failed free play check. Is that what you  
9 saw? Is this what you saw?

10 THE WITNESS: Yes, I had.

11 MR. CARBONE: Okay, and then the elevator  
12 right-hand fail check?

13 THE WITNESS: Right.

14 MR. CARBONE: Okay. Now, you started to  
15 replace them on Sunday night?

16 THE WITNESS: Yes, I had.

17 MR. CARBONE: Okay. Did you pull any  
18 breakers before you started, I mean, any breakers other  
19 than the elevator systems? Did you pull the -- do you  
20 know if you or anybody else had pull and collar the --  
21 breakers?

22 THE WITNESS: I can't recall.

23 MR. CARBONE: Okay. Were you the only ones  
24 on the airplane?

25 THE WITNESS: No.

1 MR. CARBONE: You weren't. Who else was  
2 working, do you remember?

3 THE WITNESS: That Sunday night it was me and  
4 Jimmy on the left and Larry and Scott on the right.

5 MR. CARBONE: On the right what?

6 THE WITNESS: Elevator. Actuator.

7 MR. CARBONE: The actuator.

8 THE WITNESS: -Trim tab actuator.

9 MR. CARBONE: Now, the D-6 was already  
10 accomplished, is that correct?

11 THE WITNESS: I don't recall it being  
12 finished. I didn't even get a chance to look at the  
13 Details. I was asked to go up there and change out the  
14 trim tab actuators.

15 MR. CARBONE: Okay, and you hadn't saw --  
16 when they did the Detail, you were still in the hangar  
17 the previous night --?

18 THE WITNESS: From which night? From  
19 Saturday?

20 MR. CARBONE: Saturday, yes.

21 THE WITNESS: I would believe so. I wasn't  
22 there Sunday morning to see what they had done, which I  
23 don't think they did.

24 MR. CARBONE: Okay. Now, you -- I got a lot  
25 of different paperwork here --

1 THE WITNESS: Yeah.

2 MR. CARBONE: -- and I'm trying to figure out  
3 where I am, so please bear with me.

4 THE WITNESS: Okay.

5 MR. CARBONE: Elevator tab actuators. Is  
6 that what you performed-- there? (Paperwork is being  
7 shown)

8 THE WITNESS: Yes, I had.

9 MR. CARBONE: That's them?

10 THE WITNESS: Yes.

11 MR. CARBONE: Did you have any steps -- I'm  
12 sorry - in step "D" -- that you removed the elevators?

13 THE WITNESS: No, I haven't.

14 MR. CARBONE: You did not?

15 THE WITNESS: No.

16 MR. CARBONE: -- Why?

17 THE WITNESS: We pulled the trim tabs out  
18 that night -- having did them that way. Well, I got  
19 the on-the-job training.

20 MR. CARBONE: You're required to -- do this  
21 in on-the-job training?

22 THE WITNESS: Not that I wasn't required. We  
23 just didn't do it that way.

24 MR. CARBONE: Okay.

1 THE WITNESS: We left them in there and  
2 pulled them out the access panel --

3 MR. CARBONE: What about the right side? Do  
4 you know if they pulled the elevators out?

5 THE WITNESS: No, they didn't.

6 MR. CARBONE: Were there any other steps in  
7 the procedure that you skipped? (Looks at manual  
8 reference)

9 THE WITNESS: No, I haven't.

10 MR. CARBONE: I'm sorry, you haven't what?

11 THE WITNESS: Skipped any other steps--

12 MR. CARBONE: What kind of ops check did you  
13 perform once you were done with it?

14 THE WITNESS: We had run the trim wheel  
15 manually that morning, which was Monday morning toward  
16 the end of our shift.

17 MR. CARBONE: -- Why didn't you check it  
18 electrically?

19 THE WITNESS: By the time we could do  
20 anything else, the trim wheel was getting tough to  
21 turn.

22 MR. CARBONE: What was the problem?

23 THE WITNESS: We found out that in the  
24 pedestal, the cable had come off a wheel where the --

1 bicycle chain is connected to it and it came off of  
2 that wheel.

3 MR. CARBONE: No one - (?)

4 THE WITNESS: We had stopped. Of course, we  
5 couldn't ops check it. My lead man came down and  
6 looked at it and said, okay, yes, it's off, but we  
7 can't go any further. I guess he called around and  
8 told maintenance and we left it as is for them at the  
9 time.

10 MR. CARBONE: I'm sorry, left it for who?

11 THE WITNESS: For the decisions of when they  
12 were going to get a cable up to us.

13 MR. CARBONE: Okay.

14 THE WITNESS: To replace.

15 MR. CARBONE: What transpired after that? I  
16 did you change the cable?

17 THE WITNESS: No, I haven't.

18 MR. CARBONE: You didn't change the forward  
19 cable out?

20 THE WITNESS: No, I didn't.

21 MR. CARBONE: Where did you -- how did you  
22 decide what ops check to use on the actuators?

23 THE WITNESS: I went through the maintenance  
24 manual.

1 MR. CARBONE: Can you show me in the  
2 maintenance manual the ops check?  
3 (Looks through the manual reference) Did you do the ops  
4 check from the manual?

5 THE WITNESS: I was going on the tail when  
6 we were ops checking and I wanted to see, but I can't  
7 recall where I started -- I remembered seeing it in a  
8 maintenance manual.

9 MR. CARBONE: So you didn't do the actual  
10 cable change on the sprocket?

11 THE WITNESS: In the front --

12 MR. CARBONE: In the front?

13 THE WITNESS: -- to the pedestal?

14 MR. CARBONE: To the pedestal?

15 THE WITNESS: No, I haven't.

16 MR. CARBONE: Were you made aware of any  
17 problems with the parts that were installed, the  
18 actuators?

19 THE WITNESS: Sunday night?

20 MR. CARBONE: The ones you installed that  
21 night? Was there a part number discrepancy?

22 THE WITNESS: Yes.

23 MR. CARBONE: There was, okay. What exactly  
24 was the problem? were you repairing that part?

25 THE WITNESS: I'm not understanding that.

1 MR. CARBONE: Okay. Was there a part number  
2 -- were the part numbers correct to the airplane, to  
3 the aircraft? Were they the correct parts?

4 THE WITNESS: -- As I recall, yes

5 MR. CARBONE: What did you determine the  
6 reason why the cable came off the sprocket?

7 THE WITNESS: On the right side trim tab --  
8 actuator, I believe, was a different dash number.

9 MR. CARBONE: So, it was an incorrect part,  
10 is that correct?

11 THE WITNESS: I believe so.

12 MR. CARBONE: Do you know what they did to  
13 repair the part or were you there for that?

14 THE WITNESS: Yes. The manager had gotten on  
15 the phone that night, that morning, and talked to, I  
16 believe, it's Raytheon, with them. I guess, the next  
17 night when I came in they had another one, so they used  
18 that one.

19 MR. CARBONE: Okay. So, you came in on  
20 Monday night and replaced the right side actuator?

21 THE WITNESS: Right.

22 MR. CARBONE: Okay, but you never touched the  
23 cable as far as that went?

24 THE WITNESS: Right.

1 MR. CARBONE: Was somebody working the cable  
2 while you were replacing the actuator?

3 THE WITNESS: Yes.

4 MR. CARBONE: Were you involved in the  
5 deferral on the FDR - prior to letting it go? It was  
6 deferred -- FDR is -- were you aware of that?

7 THE WITNESS: I'm still not understanding the  
8 question.

9 MR. CARBONE: Are you aware of the deferral  
10 on the FDR or were you aware of the deferral on the  
11 FDR?

12 THE WITNESS: -- when they left the building-  
13 -

14 MR. CARBONE: Right. Did you defer it?

15 THE WITNESS: No, I didn't defer it.

16 MR. CARBONE: You weren't involved --

17 THE WITNESS: I wasn't involved in that one,  
18 no.

19 MR. CARBONE: Okay, I'm going to pass the  
20 questions on to --

21 RAMEY: -- Talk about each class -- old  
22 class - with pictures or --

23 THE WITNESS: I don't recall if it was a  
24 person hired for the Company. I don't know.

1 EXAMINER: -- Were they under a contract with  
2 Colgan--?

3 THE WITNESS: I don't recall.

4 EXAMINER: Okay. - When you did the trim  
5 actuator you did not remove -- elevators -- basically,  
6 on-the-job training, pretty much common practice for a  
7 mechanic?

8 THE WITNESS: Yes.

9 EXAMINER: Do you remember how you replaced  
10 the right-hand actuator?

11 THE WITNESS: The first night, no I hadn't.  
12 I replaced the left-hand.

13 EXAMINER: Okay. You let someone else change  
14 the right?

15 THE WITNESS: Yes, Sunday night.

16 EXAMINER: Sunday night?

17 THE WITNESS: Right.

18 EXAMINER: Okay. You changed the left-hand  
19 later on?

20 THE WITNESS: Sunday night.

21 EXAMINER: Do you remember what dash number  
22 the part was?

23 THE WITNESS: No, I don't.

1 EXAMINER: Do you know how the decision was  
2 made that actuator was on that particular side -- or  
3 did you just go to the catalog--?

4 THE WITNESS: I was given the parts.

5 EXAMINER: How does that process work? Part  
6 - handles the part -- do you know the parts person?

7 THE WITNESS: No, we don't know the parts  
8 person. The lead man handed me the parts.

9 EXAMINER: When you changed the left-hand  
10 actuator, you got it done before right-hand actuator or  
11 did you complete them at the same time or how does that  
12 work?

13 THE WITNESS: Yes, I was done before them.

14 EXAMINER: After you finished the actuator  
15 installation, do you recalibrate the FDR tensiometer?

16 THE WITNESS: We calibrate the, -- I'm sorry,  
17 say that again.

18 EXAMINER: Okay. The FDR tensiometer. Does  
19 this aircraft have a flight data recorder?

20 THE WITNESS: I'm not understanding your  
21 question.

22 EXAMINER: A flight data recorder?

23 THE WITNESS: Okay.

24 EXAMINER: -- Do you redo the tensiometer for  
25 calibration --

1 THE WITNESS: On the cables?

2 EXAMINER: Yeah, on the actuator?

3 THE WITNESS: I didn't put the tensiometer on  
4 the -- I couldn't do anything yet until they were done  
5 with the right side.

6 EXAMINER: With the right?

7 THE WITNESS: Yes.

8 EXAMINER: Do you know - (?) or pre-  
9 calibration?

10 THE WITNESS: I don't recall.

11 EXAMINER: After you got your actuator on and  
12 did your ops check -- in both directions or did you  
13 recognize the problem with the trim prior -- how did  
14 you know there was a problem--?

15 THE WITNESS: After we got the trim time  
16 actuated, then we had manually removed the trim wheel  
17 and it was on to me that it was sticking. Well, not  
18 sticking, it was -- felt like it was binding, and I  
19 looked at it myself and when I found out that it was -  
20 kind of like it felt like it was binding or wouldn't  
21 let me go down, I was concerned and I told the lead  
22 mechanic about it.

23 EXAMINER: You never made a complete cycle?

24 THE WITNESS: No.

1           EXAMINER: This was all done manually -- the  
2 pickle switch, the left trimmer?

3           THE WITNESS: No, not yet. I didn't have a  
4 chance to.

5           EXAMINER: I want to understand right. I  
6 know after that started -- your shift was over?

7           THE WITNESS: Basically, yes. It was pretty  
8 much over at the time.

9           EXAMINER: Was the day crew coming in?

10          THE WITNESS: My shift is over at seven and  
11 the day crew comes in after that sometimes. They  
12 straggle in between seven and nine.

13          EXAMINER: [inaudible] were they the ones to  
14 do the trim tab?

15          THE WITNESS: No.

16          EXAMINER: Your shift?

17          THE WITNESS: It was my shift, yes.

18          EXAMINER: Monday?

19          THE WITNESS: Yes, Monday night.

20          EXAMINER: Were you -- you said you didn't  
21 change the cable forward. Did you observe them  
22 changing the cables or --

23          THE WITNESS: I was changing out their right-  
24 hand actuator from the previous night that the - had  
25 been installed with a different dash number.

1 EXAMINER: Okay. Monday night -- the parts  
2 were right?

3 THE WITNESS: Yeah.

4 EXAMINER: With the specific dash number  
5 actuator?

6 THE WITNESS: Right.

7 EXAMINER: After you were done with the  
8 right actuator -- with it, did an ops check -- to it  
9 or --

10 THE WITNESS: I had to wait a little while  
11 before they came up to be done in the front.

12 EXAMINER: After it was changed, you did the  
13 - function check?

14 THE WITNESS: I wasn't the functional check.  
15 I was up at the gym pads up there while they moved the  
16 trim wheel by hand and then also with the electric  
17 trim. While I was up on the tail, I was checking the  
18 positions of it with a digital protractor --

19 EXAMINER: -- protractor. Okay.

20 THE WITNESS: -- Digital protractor, yes. I  
21 was trying to remember that.

22 EXAMINER: Would it make it full travel?

23 THE WITNESS: Yes, it would.

24 EXAMINER: [inaudible]

1 THE WITNESS: The digital protractor that we  
2 had it went to, I guess I would say, limits up on the  
3 numbers and then limits down on the numbers.

4 EXAMINER: Well, let me rephrase that.

5 THE WITNESS: All right.

6 EXAMINER: Sorry about that.

7 THE WITNESS: Yeah.

8 EXAMINER: What did you determine the proper  
9 travel should be, what numbers?

10 THE WITNESS: I don't recall the actual  
11 numbers -- the maintenance manual -- the elevator tab  
12 control --

13 EXAMINER: [inaudible]

14 THE WITNESS: Yes.

15 EXAMINER: When you do this work is the  
16 maintenance manual out there?

17 THE WITNESS: Yes, they have. -

18 RAMEY: Trim actuator -- down sometimes -

19 WITNESS: Seven and ten.

20 EXAMINER: Did you run into any problems or  
21 any problems with any previous --

22 THE WITNESS: No, I haven't.

23 EXAMINER: [inaudible]

24 THE WITNESS: Uh, yes.

1 EXAMINER: Any problems with the maintenance  
2 instructions, manual or other instructions -- R&R,  
3 things like that?

4 THE WITNESS: No, I haven't had any problems.

5 MAGLADRY: It's not obvious to me. Do you  
6 understand why the cable needs replacement --

7 THE WITNESS: Up the front where it came off  
8 the wheel, when it came off, it slid on its own shaft  
9 and from what I've heard it was kinked.

10 EXAMINER: [inaudible] Is that a normal  
11 procedure to change the cable when it's kinked?

12 THE WITNESS: Yes.

13 EXAMINER: It came off the drum because -- do  
14 you think it was because the - wrong dash number of the  
15 actuator --?

16 THE WITNESS: I don't recall it was the cause  
17 of it. I don't know. We didn't come up with that  
18 scenario, I guess.

19 EXAMINER: Right now we don't know why it  
20 came off.

21 THE WITNESS: I don't know either, yet.

22 EXAMINER: Do you think it was because of the  
23 slack against the cable or --

24 THE WITNESS: No, I don't have any idea why  
25 it came off.

1 EXAMINER: Do you have the size of the cable  
2 block?

3 THE WITNESS: Sixteenth -- nine sixteenths.

4 EXAMINER: Elevator - tab control cable  
5 actuator, right?

6 THE WITNESS: Yes.

7 EXAMINER: -- Are you familiar with cable  
8 routing when you changed out the cable ?

9 THE WITNESS: No.

10 EXAMINER: [inaudible]

11 THE WITNESS: No.

12 EXAMINER: So you're not familiar with the -  
13 - cable routing --?

14 THE WITNESS: No.

15 EXAMINER: It's pretty obvious of the  
16 routing?

17 THE WITNESS: Uh, to me, no. I would have to  
18 reference the manual, which side it goes on the wheel  
19 and I --

20 EXAMINER: -- transport to have it done --

21 THE WITNESS: It never come up.

22 EXAMINER: -- What was the experience of the  
23 mechanic?

24 THE WITNESS: I don't know who had that  
25 training on that particular cable run.

1 EXAMINER: Have you ever --

2 THE WITNESS: Uh, no.

3 EXAMINER: Do you know who changed the  
4 cable?

5 THE WITNESS: Dan and Scott.

6 EXAMINER: Scott Servis--

7 THE WITNESS: Yes. He's the lead -- that's  
8 the S-E-R-V-I-S.

9 EXAMINER: -- the lead -- fixes problems --

10 THE WITNESS: Can you say the question again?  
11 I'm sorry.

12 EXAMINER: Why do you think there's so many  
13 actuator changes--?

14 THE WITNESS: Uh --

15 EXAMINER: Does it surprise you that there  
16 are that many changes--?

17 THE WITNESS: I believe I really don't know.

18 EXAMINER: Okay.

19 THE WITNESS: -- I really don't know.

20 EXAMINER: That was a wide open question in  
21 terms of -- I know -- mechanic -- I've never met him  
22 before -- probably -- does any - airplane where you  
23 couldn't find the controls before?

24 THE WITNESS: -- we couldn't fly controls  
25 before? Just the controls? Not that I can think of.

1 EXAMINER: Do you think there are any unsafe  
2 --?

3 THE WITNESS: No.

4 EXAMINER: Okay, thank you.

5 LARRY (FAA): I'd like to begin with a  
6 hands-on approach, if you would. The - workcards that  
7 you use in other words, did they adjust the to match  
8 the -- manual -- ?

9 THE WITNESS: Meaning work on the Detail.

10 EXAMINER: If you're going to go out and work  
11 on the aircraft -- replace -- are you supposed to do it  
12 in accordance with the MM -- or maybe --

13 THE WITNESS: No, I haven't. [inaudible]

14 EXAMINER: What kinds of concerns do you have  
15 with -- the way the manual and the cards read --

16 THE WITNESS: We might do the Detail. You  
17 have to do the - work card. I've also read the manual  
18 and I didn't come across any discrepancies.

19 EXAMINER: Were you involved with checking  
20 the cable tension at all?

21 THE WITNESS: Yes, I was.

22 EXAMINER: [inaudible]

23 THE WITNESS: Yes.

24 EXAMINER: Where would you -- tighter as you  
25 --

1 THE WITNESS: Right.

2 EXAMINER: Where would it be if -- in other  
3 words, you don't check the cables - when would you  
4 check the - the tensions?

5 THE WITNESS: I checked it up at the  
6 actuators.

7 EXAMINER: At the actuators?

8 THE WITNESS: After the turnbuckles.

9 EXAMINER: Somewhere in here? (Pointing to  
10 diagram)

11 THE WITNESS: Yes, we turned the -- where the  
12 turnbuckles were after or before the turnbuckles in  
13 between the, either right or left, actuator at -- yeah.

14 EXAMINER: -- were involved with this cable  
15 here?

16 THE WITNESS: Right, of the tension.

17 EXAMINER: Okay. [inaudible]

18 THE WITNESS: No.

19 EXAMINER: If you were going to disconnect  
20 the cable and the drum, what would prevent -- from  
21 coming to -- when you got six -- and your cable -- the  
22 whole system went -- there was slack in the cable or --

23 THE WITNESS: Right. Yeah.

24 EXAMINER: -- looking at the -- the main --  
25 of the wheel, all you guys were -- who did -- were you

1 aware that the -- cable was -- the drum, outside the  
2 wheel? Do you know what I mean by the drum?

3 THE WITNESS: Yes, from the pedestal.

4 EXAMINER: Yeah.

5 THE WITNESS: Did I know it was -- already?

6 EXAMINER: A new one was put in or -- a new  
7 cable was put in there, right? Are you fully aware  
8 that a new cable was put in there?

9 THE WITNESS: Yes.

10 EXAMINER: Okay, and then, after that cable  
11 was installed, all you had to do was an operational  
12 test?

13 THE WITNESS: Yes, we did.

14 EXAMINER: Who was the person that was  
15 holding the wheel back and forth - because you said  
16 there was tension on the wheel?

17 THE WITNESS: Oh.

18 EXAMINER: -- because you discovered there  
19 was tension on the wheel, right?

20 THE WITNESS: Yeah.

21 EXAMINER: You felt the tension on the wheel?

22 THE WITNESS: Yes.

23 EXAMINER: Did you feel the tension on the  
24 wheel after it was completed?

1 THE WITNESS: I didn't do the actual testing  
2 of it.

3 EXAMINER: Okay. Maybe you felt it was on  
4 there it was the cable -- had a bearing -- anyway, you  
5 never felt the tension on the wheel after you had  
6 originally felt it?

7 THE WITNESS: After the binding, no, I never  
8 --

9 EXAMINER: When you found -- did you write it  
10 up somewhere or, you know, -- binding?

11 THE WITNESS: No, I haven't. I had brought  
12 it to my lead attention.

13 EXAMINER: Did he write it up anywhere? I  
14 see elevator trim tab - cable go off from under --

15 THE WITNESS: I had left after that. The --  
16 shift was over.

17 EXAMINER: When you -- how do you determine  
18 the angle -- in other words, where do you --

19 THE WITNESS: Of the -- plug in the  
20 maintenance manual.

21 EXAMINER: I mean, basically, would you -- I  
22 mean the angle is an angle of what, between what and  
23 what? The angle between the wings, under the tip, or  
24 the -- what angle are you talking about?

1           THE WITNESS: I would have to recall my  
2 maintenance manual.

3           EXAMINER: The only cable that was replaced  
4 was the one around the drum, next to the cables up at  
5 the horizontal stabilizer -- cable out there going to  
6 the twin actuators - Were there any other cables  
7 replaced before or after this?

8           THE WITNESS: No.

9           EXAMINER: Did the control rock forward when  
10 the person was -- do you recall?

11          THE WITNESS: I don't recall. I wasn't in  
12 there.

13          EXAMINER: Did anybody check the -- to make  
14 sure they were not binding? You know, when you have  
15 the slack, you take the -- binding and -- and the wear  
16 and you replace the cable, do you check to make sure  
17 that the new cable is --

18          THE WITNESS: When they replaced the front  
19 cable?

20          EXAMINER: When they replace any cables? Do  
21 you have any pulleys -- involved to check --

22          THE WITNESS: I wasn't in there when they  
23 replaced the cable, so I don't know if they checked for  
24 it.

1                   EXAMINER: But you were there and you use the  
2 -- protractor -- to make sure your angles were  
3 correct,  
4 right?

5                   THE WITNESS: Yeah.

6                   EXAMINER: You never say anybody actually  
7 check it?

8                   THE WITNESS: I didn't see them. I was up on  
9 the tail and I heard the steering wheel.

10                  EXAMINER: So, the cable was working the  
11 electric motor while you were checking the tail?

12                  THE WITNESS: Right.

13                  EXAMINER: That's all. Bob?

14                  MOORHEAD: Not too many questions. Just a  
15 couple. I just want to make clear - to what we're  
16 listening to -- I didn't quite understand what you were  
17 saying. You were or you were not part of the forward  
18 cable change?

19                  THE WITNESS: No, I wasn't.

20                  EXAMINER: You were not. So, in reality, you  
21 had no knowledge, first-hand knowledge, of what was  
22 going on or did you?

23                  THE WITNESS: I knew the cable had been  
24 replaced. I knew where it went from to the pedestal.  
25 I didn't -- I wasn't there at all?

1                   EXAMINER: All right. That's what I thought  
2 you said. The cable was changed. It was the original  
3 or old cable, is that correct? It was not a new cable  
4 change and then a problem with the new cable? It was  
5 only the one cable that was, the forward cable, that  
6 was changed? I guess my question is: There was only  
7 one cable changed and it was the original cable after  
8 the actuators were changed?

9                   THE WITNESS: Yes.

10                  EXAMINER: The actuators, both actuators,  
11 were changed, initially?

12                  THE WITNESS: The first one, yes.

13                  EXAMINER: And then, during an operational  
14 check of those actuators, the cable was found, there  
15 was binding and the cable was found to be a problem, is  
16 that correct?

17                  THE WITNESS: Yes.

18                  EXAMINER: All right. We talked about the  
19 tensiometer, initially. The tensiometer was used where  
20 when you used it?

21                  THE WITNESS: I used it up at the tail on the  
22 top cable before or after the turnbuckle and also on  
23 the bottom cable up in the tail.

24                  EXAMINER: Did you use the tensiometer in  
25 thepast?

1 THE WITNESS: Yes.

2 EXAMINER: Ever had any problems?

3 THE WITNESS: No. No.

4 EXAMINER: You mentioned Scott was a new  
5 mechanic, that he was a helper? I didn't catch that.  
6 Helper or what?

7 THE WITNESS: He was a mechanic helper.

8 EXAMINER: A mechanic helper. So, he was --  
9 was he part of the change or work or not?

10 THE WITNESS: He was just helping me hold the  
11 unit it and turning the other side of the wrench where  
12 I couldn't get to.

13 EXAMINER: Okay. The first two actuators  
14 that were changed, were they in stock when you came in  
15 to do the work?

16 THE WITNESS: Uh.

17 EXAMINER: Or did they have to wait for  
18 parts?

19 THE WITNESS: When I got there, they were  
20 there for me.

21 EXAMINER: That was - what? What day was  
22 that?

23 THE WITNESS: Sunday.

24 EXAMINER: It was Sunday?

25 THE WITNESS: Yes.

1           EXAMINER:  And then it was discovered that  
2           one of the actuators was incorrect at some point?  The  
3           actuator was incorrect?

4           THE WITNESS:  Yeah.

5           EXAMINER:  Okay, and that was the reason for  
6           the additional right-hand replacement, because of the  
7           incorrect dash numbers?

8           THE WITNESS:  Yeah.

9           EXAMINER:  Who determined that the dash  
10          number was incorrect?  Was that Colgan -- or was that  
11          the Beech folks?

12          THE WITNESS:  Uh, I believe both of them were  
13          right.

14          EXAMINER:  Okay, but they determined one was  
15          incorrect and they were waiting for parts to pull the  
16          second one, the right-hand side to be replaced again,  
17          is that correct?

18          THE WITNESS:  Right.

19          EXAMINER:  Okay.  There was a question on the  
20          breakers being pulled.  Was there power on the  
21          airplane?

22          THE WITNESS:  No, there wasn't.

23          EXAMINER:  The power was not on, on the  
24          airplane, for what reason?

1           THE WITNESS: Just to be on the safe side.  
2           When you work on the plane and start doing things with  
3           the trim tabs so we don't -- get our fingers caught in  
4           there.

5           EXAMINER: Okay. When you did the ops check,  
6           first of all, which ops checks were you involved in?  
7           The actuators? The cable? A combination of all of it?

8           THE WITNESS: The -- the whole --

9           EXAMINER: I guess near the end because of  
10          the problems, you couldn't complete the ops check then.  
11          I guess what I'm saying is: When the ops check was  
12          finally completed, what part of those were you involved  
13          in?

14          THE WITNESS: I was up on the tail making  
15          sure that the trim tabs were up to zero and down to  
16          the limit --

17          EXAMINER: Okay, so you're just --

18          THE WITNESS: -- up and down.

19          EXAMINER: -- one of several who did that?

20          THE WITNESS: Yes.

21          EXAMINER: Okay. I think I asked you. Did  
22          you say you were or were not part of the forward trim  
23          cable change?

24          THE WITNESS: No, I wasn't there.

1 EXAMINER: Those are all the questions I  
2 have.

3 MR. CARBONE: What we're going to do is go  
4 back around and review any questions that -- this  
5 should go a lot faster than the first ones. Who worked  
6 with you on the left actuator --

7 THE WITNESS: Jimmy Bowes.

8 MR. CARBONE: Bows.

9 THE WITNESS: Yes.

10 MR. CARBONE: B-O-W-E-S.

11 THE WITNESS: B-O-W-E- yes.

12 MR. CARBONE: Who worked with you on the right  
13 actuator up on the ?

14 THE WITNESS: Scott.

15 MR. CARBONE: Is that --

16 THE WITNESS: No.

17 MR. CARBONE: Who's that?

18 THE WITNESS: The new mechanic, yeah. The  
19 new guy, yeah.

20 MR. CARBONE: Who was in charge of each of  
21 the jobs? Who was signing off job? When you worked  
22 with Scott, the new guy, I assume you signed off the -  
23 -

24 THE WITNESS: Yes, I had.

25 MR. CARBONE: You did?

1 THE WITNESS: Yes.

2 EXAMINER: Who signed off the job on the  
3 right side --

4 THE WITNESS: I had.

5 MR. CARBONE: You signed off.

6 THE WITNESS: Yes.

7 MR. CARBONE: The lead gave you the part.  
8 Did you - block the cables from the - when you took the  
9 actuators out?

10 THE WITNESS: No, I haven't.

11 MR. CARBONE: You didn't block the cables?  
12 Who was working the right side of the cable?

13 THE WITNESS: Larry and Scott.

14 MR. CARBONE: The new guy, Scott?

15 THE WITNESS: Yes, new guy.

16 MR. CARBONE: Larry and Scott were working  
17 the cable -- was working the original right side?

18 THE WITNESS: Yes.

19 MR. CARBONE: Okay, and in addition to what  
20 Larry was asking -- before was when you took the cables  
21 loose, how did you prevent the slack from running  
22 through the system --

23 THE WITNESS: I didn't.

24 MR. CARBONE: Okay, so the -- I got to take  
25 you back today when I was talking earlier and the --

1 they had alleged -- that the reason why the cable came  
2 off the drum was because of the incorrect part and I  
3 don't know -- and I haven't even look to what logic  
4 there is there. I don't understand that. Did the  
5 cable come off the drum because it didn't block the  
6 cable --?

7 THE WITNESS: I didn't see it.

8 MR. CARBONE: All right.

9 THE WITNESS: Before I did the ops check  
10 Monday morning. I didn't see --

11 MR. CARBONE: Sunday night

12 THE WITNESS: -- right. I didn't see - if it  
13 did.

14 MR. CARBONE: Okay, but, since you didn't  
15 block the cables, you and Jimmy both didn't block the  
16 cables, and Larry and Scott didn't block the cables, so  
17 do you know fact they didn't block --?

18 THE WITNESS: No.

19 MR. CARBONE: Do you know for a fact that  
20 they were not blocked? Do you know what I mean by  
21 block?

22 THE WITNESS: Yes. Yes, I do.

23 MR. CARBONE: I don't mean -- I'm sorry if  
24 I'm being - confusing because I use different  
25 terminology when I was a mechanic and that's why people

1 look at you like this. What the hell are talking  
2 about? So, you don't know -- you don't know if they  
3 were blocked or you know they were not blocked?

4 THE WITNESS: I know they were not.

5 MR. CARBONE: They were not blocked?

6 THE WITNESS: Yeah.

7 MR. CARBONE: Okay. That makes sense to me.  
8 Okay, on Monday night, who did the actuator check or  
9 who was performing the actuator check? You said you  
10 were up on the tail?

11 THE WITNESS: I'm trying to understand the  
12 question.

13 MR. CARBONE: On Monday, you installed the  
14 new - revised, ... modified the right actuator.

15 THE WITNESS: Okay.

16 MR. CARBONE: Okay. Who did the check on the  
17 throws?

18 THE WITNESS: I was up on the tail.

19 MR. CARBONE: You were by yourself?

20 THE WITNESS: Yes.

21 MR. CARBONE: Okay. Who was ops checking?

22 THE WITNESS: Dan.

23 MR. CARBONE: The new guy?

24 THE WITNESS: No.

25 MR. CARBONE: Dan --

1 THE WITNESS: Keenan.

2 MR. CARBONE: -- Keenan. So, Dan Keenan was  
3 running the wheel. You said there was no power on the  
4 airplane?

5 THE WITNESS: No, not from that check.  
6 Manually.

7 MR. CARBONE: Okay. When did you put power  
8 in?

9 THE WITNESS: I would believe after we have  
10 done the manual check.

11 MR. CARBONE: Manual check, okay. Did anyone  
12 check the other cable going on the drum? I'm sorry.  
13 Let me, let me put it this way. I know you weren't  
14 part of the cable change.

15 THE WITNESS: Okay.

16 MR. CARBONE: But were part of the  
17 troubleshooting to find the cable?

18 THE WITNESS: Yes, I found the cable was off  
19 the drum.

20 MR. CARBONE: You found the cable?

21 THE WITNESS: Yes.

22 MR. CARBONE: Off the drum. Did anyone check  
23 the other cable on the drum? Since they weren't  
24 blocked, is it possible that the bottom drum was broke?  
25 I don't know. It comes back to the drum, if I'm not

1 mistaken, right? There's two cables that wrap around  
2 the drum? Is that correct? I'm trying to figure out -  
3 -

4 THE WITNESS: I'd have to see the --

5 PANEL MEMBER: The way I look at it is, one  
6 cable wraps around the drum and -- connects to --

7 MR. CARBONE: And then it comes back to the  
8 drum?

9 PANEL MEMBER: If it was-- the drum.

10 PANEL MEMBER: Wraps around the drum -- one  
11 continuous --

12 MR. CARBONE: Oh, I see. It's one continuous  
13 loop around the drum.

14 PANEL MEMBER: Yeah.

15 MR. CARBONE: Okay. I understand. I'm  
16 thinking of a different model. That's fine.

17 PANEL MEMBER: Defer to that.

18 MR. CARBONE: All right. Now, when -- I'm  
19 sorry -- when did they turn the electrical back on?

20 THE WITNESS: Monday -- Tuesday morning.

21 MR. CARBONE: Tuesday morning.

22 THE WITNESS: After everything's been done.

23 MR. CARBONE: Okay, were you still up doing  
24 the check?

25 THE WITNESS: Yes, I was up on the tail.

1 MR. CARBONE: Okay. Do you know if they went  
2 full travel for the electric?

3 THE WITNESS: Yes, they had.

4 MR. CARBONE: They did?

5 THE WITNESS: Yes.

6 MR. CARBONE: Back and forth?

7 THE WITNESS: Three times.

8 MR. CARBONE: Three times?

9 THE WITNESS: Yes.

10 MR. CARBONE: Okay. Have you ever seen or  
11 have you ever become familiar with the FAA PMI  
12 Inspector? Have you ever seen him?

13 THE WITNESS: In my --

14 MR. CARBONE: -- air maintenance --

15 THE WITNESS: I haven't seen one at night.

16 MR. CARBONE: Ever --

17 THE WITNESS: No.

18 MR. CARBONE: - Have you ever been carded?

19 THE WITNESS: Yeah.

20 MR. CARBONE: The New York coming out of me  
21 again. When you're doing the cable rig or the check or  
22 whatever, where do you look for the temperatures?  
23 Where would you see the temperatures?

24 THE WITNESS: I took the temperature of the  
25 OAT in the --

1 MR. CARBONE: In the - cockpit?

2 THE WITNESS: No. The captain's - window.

3 MR. CARBONE: The - captain's window?

4 THE WITNESS: Right.

5 RAMEY: Okay. They changed both left and  
6 right actuators on Sunday night, Monday afternoon and  
7 all of Monday night -- back on shift and you were told  
8 to change the right actuator, is that correct?

9 THE WITNESS: Right.

10 EXAMINER: Do you know who determine the  
11 proper actuator - number squad leader or do you know --

12 THE WITNESS: No, I haven't. I don't recall  
13 whom. I wasn't there when they decided that it was the  
14 wrong one.

15 EXAMINER: Do you know who --

16 THE WITNESS: No, I wasn't there.

17 EXAMINER: -- So you don't know who  
18 determined it was the wrong dash numbers?

19 THE WITNESS: No, I wasn't there.

20 EXAMINER: All right. I just wanted to make  
21 sure. You said you did not remove the elevator -- from  
22 your -- actuator to - I haven't had a chance to look at  
23 your work card or work sheet --

24 THE WITNESS: On the -- from the D -- is that  
25 where you're --

1 EXAMINER: Yeah.

2 THE WITNESS: Okay. No --

3 EXAMINER: Oh, sorry.

4 PANEL MEMBER: That's --

5 EXAMINER: Oh, okay. I didn't know.

6 PANEL MEMBER: It's not an actuator it came  
7 from.

8 EXAMINER: Okay. All right. Never mind  
9 then.

10 THE WITNESS: Okay. I understand what you're  
11 saying.

12 EXAMINER: Okay. Do you know if the blocked  
13 cables Monday night after they had been changed?

14 THE WITNESS: Do I recall them blocking the  
15 cables, no.

16 EXAMINER: Did you have any problems  
17 attaching the cable to the actuator or did you just  
18 kind of walk it through -- get to the actuator set up -  
19 -

20 THE WITNESS: You unbolt the four bolts from  
21 the main body which the bolts went through the body and  
22 in through the - attaching point of the tail. Also,  
23 you have two rods that go from the actuator down to the  
24 trim pad, you take off the cotter pins and the four  
25 bolts of that, uncase the wire, the rod ends, and then

1 you would leave the two rods inside the -- I guess it  
2 would be the two-whole, two lead trim tab, leave them  
3 in there, and you would take out the actuator through  
4 access panels on the plane.

5 EXAMINER: the -- cable -- actuator --

6 THE WITNESS: I have taped the cables, which  
7 one was the up cable, which one was the cable on top,  
8 and the bottom cable, so I know which one to put where.  
9 I did mark them.

10 EXAMINER: Okay. How are they connected to  
11 the trim?

12 THE WITNESS: With turnbuckles.

13 EXAMINER: The actuator -- the cables that  
14 are - with the actuator, were they there?

15 THE WITNESS: Yes, they were.

16 EXAMINER: -- procedure?

17 THE WITNESS: No, there's no procedure.

18 EXAMINER: All right. [inaudible]

19 THE WITNESS: Just with the forward cable in  
20 the pedestal.

21 EXAMINER: You said that always keeping with  
22 your temperatures --

23 THE WITNESS: Up until six that night.

24 EXAMINER: Do you have any problem --  
25 temperatures --

1 THE WITNESS: It was twenty degrees Celsius.  
2 It was, in Fahrenheit, it was sixty-eight.

3 EXAMINER: I won't do the quiz yet.

4 THE WITNESS: The numbers were -- I  
5 remembered that one. Especially numbers.

6 EXAMINER: After you changed out the  
7 actuators and -- back - to problems with the manual -  
8 trim wheel

9 THE WITNESS: [inaudible]

10 EXAMINER: -- you or anyone check --

11 THE WITNESS: No.

12 EXAMINER: Do you know after the forward  
13 cable was changed--?

14 THE WITNESS: I don't recall.

15 EXAMINER: That's all I've got.

16 MAGLADRY: For this disassembly -- cable --

17 THE WITNESS: Yeah.

18 EXAMINER: [inaudible]

19 THE WITNESS: On the actuator, yes.

20 EXAMINER: When you're doing the check up on  
21 the elevator, do you do one tab -- the next tab or --  
22 directly?

23 THE WITNESS: On the detail check, the 3-  
24 point check? I'm not understanding your question. I'm  
25 sorry.

1 EXAMINER: In most -- one tab, three tab and  
2 then go on to the other tabs?

3 THE WITNESS: Oh, as to the job's done, yes.  
4 Yes. You do one, then you do the other ones.

5 EXAMINER: Is there any time you see both --

6 THE WITNESS: On the trim tab - they're both  
7 done the same way --

8 EXAMINER: But the [inaudible]

9 THE WITNESS: Yes.

10 EXAMINER: Okay, that's all I have.

11 LARRY (FAA): -- the wheel -- what you're  
12 communication -- what you communicate as to, let's see,  
13 up, down, up, down, neutral, get what I mean?

14 THE WITNESS: He would tell me -- what was  
15 on the wheel.

16 EXAMINER: Okay.

17 THE WITNESS: And I would look with the  
18 digital protractor and make sure it kept zero. He  
19 could basically hear me --

20 EXAMINER: No, you have to degrees up and  
21 degrees down -- one degree down and one degree up.

22 THE WITNESS: -- use the digital --

23 EXAMINER: You're on the tail - and he's on  
24 the wheel --

25 THE WITNESS: Right.

1 EXAMINER: -- dash -- with --

2 THE WITNESS: Correct.

3 EXAMINER: If he was going down, you should  
4 have been going up or -- should have been going down, a  
5 degrees down. Were you just -- on degrees or were you  
6 -- on two degrees down or were you saying: two  
7 degrees?

8 THE WITNESS: No.

9 EXAMINER: Is it possible -- the cable from  
10 the front -- happen before -- if you just put the  
11 cables -- and maybe put the cables -- up -- so you  
12 could -- is critical. Wouldn't you be communicating  
13 back and forth? I mean, somebody had to be up there  
14 working as a middle man because of the large distance  
15 before the fore and aft. -- any doubt in your mind  
16 that up, down, two degrees, one degree -- turn of the  
17 wheel -- you move it -- in your mind, is it remotely  
18 possible and this is saving other people's lives in the  
19 future, okay, is there an instance where you could say  
20 -- two degrees where, in fact, he would move two  
21 degrees -- down -- down was up. It could be a long  
22 shot and I don't care whether it's possible to do this,  
23 but I know that it is feasible in other systems. I'm  
24 not sure about -- the question is -- miscommunication -  
25 - bottom line -- could it possible -- or is there

1 anything -- you guys in that communication directly  
2 involved?

3 THE WITNESS: We could communicate.  
4 Miscommunicate?

5 EXAMINER: Right. Okay. In which case is  
6 the second proportion. When you were communicating,  
7 did you say, degrees or degree -- because when you  
8 communicate in terms that would be going up and down,  
9 you would be up, you would be down, neutral, that's it  
10 -- so, is it possible that was -- that's all -- aside  
11 from that -- it was actually --

12 THE WITNESS: I don't know internally.

13 EXAMINER: Because you never had to take one  
14 apart?

15 THE WITNESS: No.

16 EXAMINER: -- to get the right degree, you're  
17 going to change so many degrees, how would you get  
18 those degrees?

19 THE WITNESS: They were -- on the actuator?

20 EXAMINER: Yes. The actual actuator -- you  
21 needed another three or two degrees, which would  
22 increase or decrease the radian?

23 THE WITNESS: Yes, you can.

24 EXAMINER: Did you guys adjust those radian?

25 THE WITNESS: We checked them.

1                   EXAMINER: You hadn't adjust the -- for the  
2 to take up -- you have to take -- that's what sets the  
3 radians and the actuator.

4                   EXAMINER: That's a hypothetical question.

5                   EXAMINER: Okay, I'm just asking. This is a  
6 straight question. Did you move from GMS on these  
7 laterals?

8                   THE WITNESS: Yes.

9                   EXAMINER: Okay. Did you get -- on the  
10 check?

11                  THE WITNESS: Yes, I have.

12                  MOORHEAD: I just have one or two easy  
13 questions. You did say, if I remember correctly, that  
14 you followed the maintenance manual procedures during  
15 the ops check?

16                  THE WITNESS: Yes.

17                  EXAMINER: All right. Do you follow the  
18 maintenance manual procedures throughout the check with  
19 the one exception that was noted by - removal of the  
20 elevators?

21                  THE WITNESS: [inaudible]

22                  EXAMINER: All right. You follow all the  
23 maintenance manual procedures?

24                  THE WITNESS: Yes.

1 EXAMINER: You had the maintenance manuals in  
2 front of you when you did the job?

3 THE WITNESS: Yes.

4 EXAMINER: Okay, and that includes the ops  
5 checks?

6 THE WITNESS: Yes.

7 EXAMINER: Because I noticed when we started  
8 out, you were looking for, or we were looking for, the  
9 ops check from the documentation and didn't find it.

10 THE WITNESS: No.

11 EXAMINER: Okay, but you did have ops check  
12 documentation when you did the job?

13 THE WITNESS: Yes.

14 EXAMINER: Okay. That's all I have.

15 EXAMINER: Sorry if I got a little carried  
16 away -- I have to --

17 THE WITNESS: I understand the situation.

18 CARBONE: Why don't I take a little latitude  
19 and suggest one other thing. Where was the QA when  
20 you started replacing the actuator? Were they on the  
21 airplane with you?

22 THE WITNESS: QA? I'm sorry.

23 EXAMINER: The inspector?

24 THE WITNESS: Oh, the inspector. He was  
25 there. He was in the hangar. After I had gotten

1 finished with it, I asked him to look at it. He came  
2 up there.

3 EXAMINER: What about the ops check?

4 THE WITNESS: He was there, yes.

5 EXAMINER: On the tail?

6 THE WITNESS: Yes.

7 EXAMINER: Where was he when you were doing  
8 the manual check? When it went off (the drum)?

9 THE WITNESS: I don't recall.

10 EXAMINER: Was he in the airplane with you at  
11 the time? Was he on the airplane?

12 THE WITNESS: He was not in the aircraft  
13 itself.

14 EXAMINER: So, you were just testing them  
15 before you pulled them out?

16 THE WITNESS: Yes.

17 EXAMINER: Can you think of anything that we  
18 might have missed that might help us along the way?

19 THE WITNESS: Not that I can think of.

20 EXAMINER: Thank you very much for coming in  
21 and talking to us. We appreciate it.

22 (Whereupon, the interview was concluded.)

NATIONAL TRANSPORTATION SAFETY BOARD  
OFFICE OF AVIATION SAFETY

SUBJECT: Major Aviation Accident, NYC03MA183  
Investigation Interviews

DATE OF INTERVIEW: August 27, 2003

INTERVIEWEE: Dan Kinan, Colgan Air Lead Mechanic

INTERVIEWERS: Stephen Carbone  
NTSB

Steven Magladry  
NTSB

Larry Mayer  
FAA - Boston FSDO

Robert Ramey  
Raytheon Aircraft

Robert Moorhead  
Colgan Air

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P R O C E E D I N G

CARBONE: And you are Dan --

MR. KINAN: Kinan.

CARBONE: Kinan.

MR. KINAN: Yeah.

CARBONE: K-

MR. KINAN: I-N-A-N. K-I-N-A-N.

CARBONE: Dan, if you would, please tell us a little bit about yourself and how you got your license.

MR. KINAN: Okay. I was an auto mechanic for a couple years. After that, I went to a materials testing company for a construction company. Just -- it was just too boring for me. I love to work with my hands. Always interested in airplanes. I just happened to pop into East Coast Aero Tech up here in Bedford, when I was in the area, and spoke with someone and ended up attending school there. And I got my license, came out in

out right after September 11th. It was really tough to get a job, so I was kind of questioning -- or not and had a couple other different things I had on my plate and ended up coming here October 2nd of 2001.

1           I had a lot of, I guess I want to say I have  
2 a lot of drive, motivation. I worked when I started  
3 after six months  
4 I was run qualified on the Beech, after eight or nine  
5 months, and I showed a lot of initiative to be in  
6 charge of things and take control and they asked me if  
7 I wanted to have a lead spot. I knew we had one lead  
8 then or we did and they wanted a second one to kind of  
9 help out with initiating things and organizing --  
10 itself and I became a lead mechanic. After probably a  
11 year and-a-half, not too long ago, before I became RII  
12 qualified, was showing a lot of responsibility and they  
13 thought I was meticulous, and they noticed that, and  
14 they thought it would be okay to take that on and  
15 that's where I stand now and that's my qualifications.  
16 I've had a lot of time with Beech and a little bit of  
17 time in the Saab.

18           CARBONE: When you say time, you mean  
19 maintenance?

20           MR. KINAN: Maintenance time, yes.

21           CARBONE: Okay. Are you -- do you do both,  
22 RII as a Lead?

23           MR. KINAN: On nights if it's RII situation,  
24 all I can do is primarily doing an inspection, so I'll

1 take on the position of what Jeff does now. It's just  
2 like looking, watching and checking.

3 CARBONE: What I'm saying is what is your  
4 job? What is your function?

5 MR. KINAN: I'm lead mechanic.

6 CARBONE: You're lead mechanic?

7 MR. KINAN: Yes.

8 CARBONE: On certain nights, you'll assume  
9 the job as an RII, but you are a lead mechanic?

10 MR. KINAN: Correct. Correct.

11 CARBONE: Can you tell us a little bit about  
12 the training you've received?

13 MR. KINAN: As far as training goes, I work  
14 with Scott a lot, significantly -- he knows everything  
15 about the plane there is to know and he's taught me  
16 probably most of everything I know here. I always  
17 wanted to get into a little bit of everything. I  
18 wanted to learn it all. I still do. There's always  
19 something new to learn. That's about it.

20 CARBONE: Did you receive any formal  
21 training?

22 MR. KINAN: Oh, I'm sorry. Yeah. I did miss  
23 that. I did got through Beech Phase I and II.

24 CARBONE: Beech Phase I and II.

1           MR. KINAN: Right, where the first one is  
2 just an orientation to get you familiar with the plane  
3 and the second one we went in-depth: wiring, systems,  
4 stuff like that.

5           CARBONE: How long would this be, formal  
6 training? How many hours?

7           MR. KINAN: I think the first one was a  
8 forty-hour course.

9           CARBONE: Forty hours?

10          MR. KINAN: I think that's what it was and I  
11 think the second one -- I'm sorry. The first one was  
12 three days.

13          CARBONE: Okay.

14          MR. KINAN: And the second one was, I think  
15 it was, I want to say a sixty-hour course. It was like  
16 a week and-a-half. Yeah. I don't remember the hours  
17 exactly.

18          CARBONE: Did you receive any training on the  
19 Saab?

20          MR. KINAN: I didn't take a Saab course, no.

21          CARBONE: So, a lot of your training then  
22 from experience?

23          MR. KINAN: I would say as far as percentage-  
24 wise, it's probably eighty-twenty OJT, but I've

1 definitely learned most of everything I know from the  
2 manual and working with and experience-wise, yes.

3 CARBONE: What percentage of the aircraft are  
4 you trained on, would you say?

5 MR. KINAN: I mean, as far as being familiar  
6 with every part of the aircraft, you can never know  
7 everything and you can know as you come into systems  
8 that you have a problem with or you run into, you tend  
9 to learn more and that's just in particular, but, as  
10 far as, I mean, I feel I am probably, I could give you  
11 a percentage, it's hard to give a percentage to that.

12 CARBONE: Well, do you have training on this?

13 MR. KINAN: Yes.

14 CARBONE: Are they per ATA or something like  
15 that?

16 MR. KINAN: Right.

17 CARBONE: Is that the way your training  
18 records are right now?

19 MR. KINAN: Right. They're by ATA.

20 CARBONE: How much is your training work, I  
21 guess --

22 MR. KINAN: Probably say ninety percent.

23 CARBONE: Ninety percent, okay. How do you  
24 do with the shifts? What is your work schedule like?

1 MR. KINAN: I work on Sunday to Wednesday  
2 night. I come on work at eight thirty to seven in the  
3 morning.

4 CARBONE: [inaudible]

5 MR. KINAN: Right.

6 CARBONE: How does that work for you?

7 MR. KINAN: It's fine.

8 CARBONE: Any trouble sleeping?

9 MR. KINAN: No. I guess I'm one of those  
10 people that can sleep when I need to. I don't have  
11 trouble during the day and I can flip-flop if I need to  
12 without a problem.

13 CARBONE: Everything okay at home?

14 MR. KINAN: Yeah. Yeah.

15 CARBONE: [inaudible]

16 MR. KINAN: No. Life's pretty normal.

17 CARBONE: Good. How long have you been  
18 working for Colgan?

19 MR. KINAN: Just two years now. Two years  
20 October 2nd. Just shy of two years.

21 CARBONE: And would you say your training --  
22 I'm sorry -- your work on the 1900 is primarily your  
23 job or is it --

24 MR. KINAN: No. It's probably --

1 CARBONE: I mean your work shift? I mean,  
2 out of your forty-hour week?

3 MR. KINAN: Oh, it's --

4 CARBONE: Swap back and forth between the  
5 Saab and the 1900?

6 MR. KINAN: No, it's primarily on the 1900.  
7 We only see a Saab once a week now.

8 CARBONE: Okay.

9 MR. KINAN: On Sunday nights.

10 CARBONE: Oh, okay.

11 MR. KINAN: And it's very light work. We'll  
12 do a couple of checks.

13 CARBONE: When -- are you familiar with the  
14 Detail-six check?

15 MR. KINAN: Yes.

16 CARBONE: And you're working Sunday night,  
17 right, so the Detail that was done on Saturday? That's  
18 what people said, it was done on Saturday.

19 MR. KINAN: Saturday into Sunday. It was  
20 completed on Sunday.

21 CARBONE: Okay. So, you came in Sunday  
22 night?

23 MR. KINAN: Right.

24 CARBONE: Okay. What was your position that  
25 night? What were you doing?

1 MR. KINAN: Lead mechanic.

2 CARBONE: Lead mechanic?

3 MR. KINAN: Yes.

4 CARBONE: Were you working the airplane at  
5 all or just strictly doing the lead function?

6 MR. KINAN: Lead function.

7 CARBONE: How about Monday?

8 MR. KINAN: Monday was lead function, yeah.

9 CARBONE: Were you involved in the cable  
10 change on the drum?

11 MR. KINAN: Yes.

12 CARBONE: Could you tell us a little bit  
13 about that? How you picked it up?

14 MR. KINAN: Like --

15 CARBONE: Were you working the actuators, the  
16 actuators Sunday?

17 MR. KINAN: No.

18 CARBONE: Okay. So, how did you end up  
19 taking over the job of changing the cables?

20 MR. KINAN: Well, I was just interested, you  
21 know, when you're doing actuator changes, I always make  
22 sure I'm out there as far as -- and things like that.  
23 I get in there and make sure it's getting rigged right,  
24 make sure that the tensions are getting set right,  
25 check the tools, want to make sure these guys know

1 exactly what they're doing, you know? Even though  
2 they've done it before, I just, you know, anytime  
3 something serious is going on, I want to make sure I'm  
4 there.

5           So, when we were actually doing the rigging  
6 and set the tensions, we ran the wheel. The guys were  
7 up in the cockpit and I was down around the wheel while  
8 I checked travel. I had the elevator pinned and then  
9 he noticed some binding and then he said the wheel felt  
10 -- and he said it bound and then it was kind of  
11 sticking so that's when I said, stop, we have a  
12 problem. Somehow the cable had popped off. There's  
13 the cable and then there's a cable guard on it, plastic  
14 guard, on the front and it had popped out, so we pulled  
15 the side of the pedestal out, just the plastic  
16 covering, looked in there and it was obvious it was  
17 right there, it popped off.

18           So, we stopped there and looked at the cable  
19 and since, from the wheel grabbing it, it had made a  
20 little split in the cable. I don't want to say split,  
21 but it started to. And I call that -- each individual  
22 spring, you know, strand from the cable -- that's when  
23 we decided we would have to order a cable.

24           CARBONE: Okay.

1           MR. KINAN:  And it was stopped there, we were  
2 ordering the cable, and that's the plan that the cable  
3 showed up the next morning.

4           CARBONE:  It came in on Monday night?

5           MR. KINAN:  Right.

6           CARBONE:  And the cable was --

7           MR. KINAN:  No, we waited until about -- I  
8 think the part showed up around, I want to say eleven  
9 o'clock at night -- shipped out from Boston that day  
10 to take a flight from Rapid and it came straight from  
11 there.

12          CARBONE:  Okay.  How did you, as the lead,  
13 get involved in the cable change?  Were you doing the  
14 cable change?

15          MR. KINAN:  Yes.

16          CARBONE:  Okay, and who did you work with on  
17 that?

18          MR. KINAN:  I worked with Scott.

19          CARBONE:  Mr. Scott.  Is that the new guy?  
20 We determined that's the new guy.

21          MR. KINAN:  Not the new guy.  Scott Simms.

22          CARBONE:  And did you run into any problems  
23 as far as installing the cable?

24          MR. KINAN:  No, the cable change went great.  
25 I mean we looked at it first and said, nah, it looks

1 very difficult and -- that's what we'll set a plan the  
2 way the -- we put the new cable on and everything went  
3 fine. We double-checked the routing against the  
4 paperwork. We had the paperwork right there and  
5 checked the routing to make sure, okay, this one goes  
6 to this pole and cross over there to this pole got all  
7 set up and the change went great. The cable laid in  
8 fine.

9 CARBONE: Did you go back to the system  
10 all the way up to the tail to ascertain or know whether  
11 it was binding?

12 MR. KINAN: Yeah, well, we did this.

13 CARBONE: Did you block the cables --

14 MR. KINAN: Off the cables?

15 CARBONE: Did you block the cables? Usually  
16 you go through a point like a pulley and -- we used to  
17 call it a block -- oh, block off with macarta and what  
18 it was it was something to grab the cable and keep some  
19 tension, not full tension --

20 MR. KINAN: Just a little bit?

21 CARBONE: -- enough tension on it, so that it  
22 wouldn't unravel.

23 MR. KINAN: What I did is I had one actuator,  
24 it was still hooked up on the left side and the other  
25 one was not at the time when we were putting them on --

1       waiting for another dash number, dash nine, because we  
2       were changing different, they were changing actuators  
3       and on the other side, I had taken, I took some tape  
4       and I pulled the cables out and I taped them down to  
5       the side of the vertical stabilizer just so something  
6       like that, to keep it in slack mode, the tails or  
7       something like that.

8               CARBONE:   And what about the other side?

9               MR. KINAN:   The other end stayed -- it was at  
10       the end of the conduit cable, at the end of the  
11       conduits where the conduits slide over the turnbuckles,  
12       hold those there and tape it off so that at each end  
13       there was nothing could go -- move through the system.  
14       I guess I could say they were blocked if you want to  
15       call them blocked.  I know it's a little different than  
16       what you're saying, but we did -- I mean I did devise a  
17       system to do that.

18              CARBONE:   Okay, now, you're putting the cable  
19       on the front and wrapping it around the, I'm assuming  
20       you're wrapping it around a single -- I don't know how  
21       you actually do the job, but you're working on the  
22       front cable?

23              MR. KINAN:   Right.

24              CARBONE:   Is anybody working on the tail at  
25       the same time or are you doing this by yourself?

1           MR. KINAN: At the time I'm putting the cable  
2 in, these guys are installing the actuator that shore  
3 up with cable.

4           CARBONE: Okay. Were they behind you, like  
5 did you already have the cable in and then walked away  
6 from the job and they were still working on the  
7 actuators?

8           MR. KINAN: The cable was in and, yes, they  
9 were still up on the actuator.

10          CARBONE: Did they do anything to block the  
11 cable?

12          MR. KINAN: Well, the cables are only, off  
13 the actuator, only this long.

14          CARBONE: [inaudible]

15          MR. KINAN: Those are still taped to the side  
16 of the vertical strap until they took them off to  
17 mount. That's what we did.

18          CARBONE: We were talking about, with  
19 Dominic, we were talking about the tensiometer. Are  
20 you familiar with the tensiometer?

21          MR. KINAN: Yes, I am.

22          CARBONE: And the use of risers?

23          MR. KINAN: Yes, I am.

24          CARBONE: Do you have a chart for that?

25          MR. KINAN: Yes.

1 CARBONE: How do feel about the manual the  
2 manufacturer supplies?

3 MR. KINAN: I can't -- I don't want to answer  
4 that.

5 CARBONE: Do you have any -- do you find any  
6 problems when you're working with it? Nothing in  
7 particular. I mean, have you ever had problems with  
8 it?

9 MR. KINAN: I mean, I guess, I could say  
10 safety like with a sense of vagueness.

11 CARBONE: Okay. Do you ever address with  
12 Colgan?

13 MR. KINAN: I don't know.

14 CARBONE: Do any of the other leads, Jack, is  
15 he the other lead?

16 MR. KINAN: Scott.

17 CARBONE: Scott's the other lead?

18 MR. KINAN: Yes.

19 CARBONE: Does he ever have like, to your  
20 knowledge, does he ever have any problems with the  
21 manual?

22 MR. KINAN: I have discussed them with him,  
23 and, I believe, he has discussed them with Colgan. I'm  
24 sure -- I can't say to be for sure though.

1 CARBONE: Are the guys satisfied with any --  
2 coming back down that their issues were addressed?

3 MR. KINAN: I have seen some, as far as  
4 listening to the Leads, I have seen some improvement.

5 CARBONE: What about to the -- no, okay. How  
6 about the Detail checks --

7 MR. KINAN: No.

8 CARBONE: We were talking about doing the ops  
9 check and one of the parts of the tab actuator was to  
10 remove the elevator manually? Are you aware that  
11 removing the elevators is part of the manual procedure?

12 MR. KINAN: I was.

13 CARBONE: Is there any reason why you don't  
14 do that?

15 MR. KINAN: Well, we found that it just got  
16 the tabs -- it wouldn't change anything. If you take  
17 the elevator off, the tab slides right in there. It  
18 wouldn't change anything. The procedure doesn't change  
19 at all, at least -- off and on is what we found.

20 CARBONE: Did you find that the manual gives  
21 information on operational checks for the tab change  
22 did you ever have any --

23 MR. KINAN: There isn't an actual operations.

24 CARBONE: So how do you determine what to do?

1           MR. KINAN:  Actually, I did a travel check  
2           and did a check of the elevator trim a few times  
3           throughout the -- and a few times through manually  
4           probably numerous times just, you know, comes to mind.

5           CARBONE:  --

6           MR. KINAN:  Right.

7           CARBONE:  Let's say you changed out of a yoke  
8           how would you know what would be the proper pull check  
9           on that?

10          MR. KINAN:  No, I would say you would  
11          probably go to the manual, but I don't know exactly  
12          what procedure.

13          CARBONE:  Do you ever go beyond the manual  
14          and say it was the original ops check here and I don't  
15          know what to look for?  Has that ever happened?

16          MR. KINAN:  No.

17          CARBONE:  Was there any problems in getting  
18          the cable in, up front?

19          MR. KINAN:  Up front?

20          CARBONE:  Yes.

21          MR. KINAN:  No.

22          CARBONE:  Was power off when you were doing  
23          that?

24          MR. KINAN:  Yes, it was.

1 CARBONE: Was the power always off while you  
2 were doing that?

3 MR. KINAN: No.

4 CARBONE: Do you remember about when the  
5 power was off?

6 MR. KINAN: I remember the power was on a  
7 couple times for, you know, the power on to through  
8 extra light so you could look along the floor there and  
9 check the cable.

10 CARBONE: Okay.

11 MR. KINAN: -- a flashlight if you wanted to  
12 see in there.

13 CARBONE: Where was QA during the cable  
14 change on the --

15 MR. KINAN: Jeff was in the area, he was  
16 right there. Jeff was right there.

17 CARBONE: Was he watching you put the cable  
18 on?

19 MR. KINAN: Yes.

20 CARBONE: Was he there during the ops check?

21 MR. KINAN: Yes.

22 CARBONE: Okay. When you finished the cable  
23 on the drum and then they sent the actuator upstairs,  
24 what kind of ops check did you do?

1                   MR. KINAN: Well -- everything's hooked up,  
2 you're talking about the rigging procedure check for  
3 travel.

4                   CARBONE: Yeah.

5                   MR. KINAN: We pinned the elevator and  
6 checked for the travel, zero to come up and zero go  
7 down, and then after that, we'd notice they were  
8 correct - then ran the wheel around a couple more times  
9 -- like probably a few times --

10                  CARBONE: [inaudible]

11                  MR. KINAN: --

12                  CARBONE: And no problems involved?

13                  MR. KINAN: No problems involved, and there  
14 was --

15                  CARBONE: Someone checked on the tail --

16                  MR. KINAN: At that point, we were checking  
17 up and Jeff was back at the tail.

18                  CARBONE: Back and forth, or just at the  
19 tail?

20                  MR. KINAN: Back at the tail, but watching  
21 the travels.

22                  CARBONE: Were you involved in the deferral  
23 of the FDR prior to this?

1 MR. KINAN: No. I think it was Jim in the  
2 morning, you'd actually need the log page from that  
3 morning. I think it's on there.

4 CARBONE: Okay. All right. I'm going to  
5 pass it on.

6 RAMEY: You said you went through a Beech  
7 Phase I and Phase II training. Where was that  
8 training?

9 MR. KINAN: In Manassas, Virginia.

10 RAMEY: And was the training by Colgan or  
11 were you training for somebody else?

12 MR. KINAN: It was by Colgan.

13 RAMEY: By Colgan?

14 MR. KINAN: Yes.

15 RAMEY: I believe you said you were not  
16 involved in the actuator change?

17 MR. KINAN: Yes.

18 RAMEY: Do you know, my understanding is both  
19 left and right were changed, and then they changed the  
20 right one --

21 MR. KINAN: It was a dash number. They  
22 decided that the dash number that we put in there was  
23 one of the ones that we shouldn't use while it's on a  
24 kit and they wanted to send us the kit and we said:  
25 No, we can't put the kit in. We didn't want to put

1 the kit in, so they gave us a dash narrowing, which was  
2 the correct one that we could use.

3 RAMEY: Do you remember what the dash number  
4 was?

5 MR. KINAN: Dash six was taken out, yes.

6 RAMEY: What procedure was used for the upper  
7 cable change?

8 MR. KINAN: In maintenance manual, I don't  
9 remember what -- it was twenty-seven.

10 RAMEY: -- Yes, it was?

11 MR. KINAN: Is that what you're asking? It  
12 was the maintenance -- yes.

13 RAMEY: Did you call the -- procedure?

14 MR. KINAN: Yes.

15 RAMEY: And everything went straight in?

16 MR. KINAN: Yes.

17 RAMEY: Run into any problems?

18 MR. KINAN: No.

19 RAMEY: After you got the cable wound on the  
20 drum, did you have to reset the indicator?

21 MR. KINAN: To zero, right.

22 RAMEY: Okay. Any time during this  
23 maintenance, was there any work done on -- trim?

24 MR. KINAN: No.

1                   RAMEY: All right. You said you checked the  
2 elevator trim on manual and the electric trim -- or the  
3 trim --

4                   MR. KINAN: Yes, I did.

5                   RAMEY: [inaudible]

6                   MR. KINAN: Yeah. Yeah.

7                   RAMEY: [inaudible]

8                   MR. KINAN: Actually, was running the trim.  
9 I was running the trim up, hit the disconnect button,  
10 stopped, reset it, ran the trim about, hit the  
11 disconnect button. Same thing with the other side.  
12 The other yoke. Checked the switch, elevator trim off,  
13 trim on, ran the trim with the switch off. Obviously  
14 it wasn't running. So, I mean, functionally, it  
15 checked out great.

16                   RAMEY: During the procedure, anything come  
17 on?

18                   MR. KINAN: Oh, yeah. You got the elevator  
19 trim off light.

20                   RAMEY: Did it come on?

21                   MR. KINAN: Yes.

22                   RAMEY: After you changed the -- after you  
23 completed the change of the forward cable at the right  
24 actuator?

1           MR. KINAN: The actuator work had been  
2 completed when I did the cable change.

3           RAMEY: Yeah, you were changing the forward  
4 cable and they were changing the right-hand actuator at  
5 the same time?

6           MR. KINAN: Right.

7           RAMEY: When you were completed with your  
8 work up front, had they completed their job?

9           MR. KINAN: No. It's a lot -- actually, it  
10 did make my job incomplete.

11          RAMEY: Okay. That was kind of leading to my  
12 next question, so when the cable finishers were set and  
13 checked, that was after you completed your work as they  
14 completed their work.

15          MR. KINAN: Well, we had to wait together to  
16 set the cables up, yeah.

17          RAMEY: That's all I got right now.

18          MAGLADRY: The forward cable, it wrapped  
19 around the drum on both sides?

20          MR. KINAN: It's two and a quarter each  
21 direction, that you have to wrap --

22          MAGLADRY: It doesn't terminate? The cable  
23 doesn't terminate itself, it wraps around two and a  
24 quarter times?

25          MR. KINAN: Correct.

1                   MAGLADRY: And then the other end, where do  
2 they terminate?

3                   MR. KINAN: Where do they stop? Is that what  
4 you're saying?

5                   MAGLADRY: At the turnbuckles?

6                   MR. KINAN: Yeah, it's on turnbuckles. Each  
7 end of the rod, there's a left-hand threaded one and a  
8 right-hand threaded one -- goes around the drum so that  
9 the left-hand is in a certain spot and the right-hand  
10 is in a certain spot and it has to stay that way the  
11 whole way, like in the back.

12                  MAGLADRY: Where in the airplane do they  
13 terminate?

14                  MR. KINAN: I want to say row eight from the  
15 left below the floor.

16                  MAGLADRY: [inaudible]

17                  MR. KINAN: Yes.

18                  MAGLADRY: How do you know the pattern to  
19 wrap around that cable?

20                  MR. KINAN: It's part of the manual.

21                  MAGLADRY: In the manual?

22                  MR. KINAN: Yes.

23                  MAGLADRY: Have you ever -- one of them?

1                   MR. KINAN: Yes, there's actually an  
2 illustration at the bottom, which cable, left-hand  
3 turn, right has to go which way.

4                   MAGLADRY: What size cable?

5                   MR. KINAN: One sixteenth, one --

6                   MAGLADRY: Have you ever changed this cable  
7 before?

8                   MR. KINAN: No.

9                   MAGLADRY: Are you familiar with the cable  
10 routing?

11                   MR. KINAN: Yes.

12                   MAGLADRY: I bet you do pretty well with  
13 that. Is there any ambiguity about where it should be  
14 routed?

15                   MR. KINAN: Ambiguity?

16                   MAGLADRY: Like, can it be routed around a  
17 certain way -- ?

18                   MR. KINAN: Do I feel, no, I didn't. You  
19 know, if you look in the manual, there's a very good  
20 picture of where this needs to go to the left of the  
21 pulley, this needs to go the outside, this goes in the  
22 inside, do you know what I'm saying?

23                   MAGLADRY: Right.

24                   MR. KINAN: Actually --

1                   MAGLADRY:  -- very equivalent description  
2 throughout the --

3                   MR. KINAN:  Right, but, actually, if you look  
4 in the Beech manual, there's a good picture of where it  
5 goes, which way, left and right. Do you know what I  
6 mean?

7                   MAGLADRY:  Just in the area in the trim cable  
8 run where you think it's going to be coupled with -- is  
9 it routed here through something that will contact the  
10 cable?

11                  MR. KINAN:  No.

12                  MAGLADRY:  [inaudible]

13                  MR. KINAN:  No.

14                  MAGLADRY:  [inaudible]

15                  MR. KINAN:  Well, actually, there's other  
16 trim cables, but they're separated well enough. I  
17 mean, they're not going to contact each other. I mean,  
18 if I, you know - if looking at it myself, I thought  
19 they would mean -- I mean, any new mechanic would look  
20 at something like that and say --

21                  MAGLADRY:  [inaudible]

22                  MR. KINAN:  Exactly. Right.

23                  MAGLADRY:  -- actuator deserves the question  
24 -- understand what the problems of an actuator?

1           MR. KINAN: I guess it's some type of plans -  
2 - internally. You know, I don't know what's exactly  
3 inside them but, I guess, it's something that Raytheon  
4 has been addressing. Obviously, dash numbers being  
5 changed.

6           MAGLADRY: Or upgraded.

7           MR. KINAN: Right. I'm not exactly sure  
8 what's inside them, but we know --

9           MAGLADRY: Have you performed the free-play  
10 check?

11          MR. KINAN: Yes.

12          MAGLADRY: [inaudible]

13          MR. KINAN: Yes.

14          MAGLADRY: -- wide open for you to  
15 brainstorm, are there any areas of the airplane, as far  
16 as the --

17          MR. KINAN: That is wide open.

18          MAGLADRY: Yeah. It gives you an opportunity  
19 to express yourself --

20          MR. KINAN: I could, you know, it's like you  
21 could throw that at me on a night I was working and in  
22 a normal state of mind I could probably think of a  
23 couple things, but right now, it's hard for me to go  
24 through it. Do you know what I mean? Like you could

1       throw at any mechanic and say: You know, you guys  
2       could really work on this or you could call Raytheon  
3       and say: You know what, it's really kind of not  
4       dangerous, but you can make things easier, you know?  
5       So I don't even know what to tell you on that right  
6       now. Give me a couple days and maybe I'll think of  
7       something for you.

8               MAGLADRY: I might take you up on that.

9               MAYER: [inaudible]

10              MR. KINAN: Yes, we measured them all. It's  
11       got to be three point oh seven and I did check that.

12              MAYER: [inaudible]

13              MR. KINAN: From, actually, in the middle of  
14       the rod end hole to the actuator face. It's got to be  
15       three point oh seven neutral cables. The cables are  
16       set neutral to each other.

17              MAYER: Do you know the reading of that?

18              MR. KINAN: That zeroes the actuator.

19              MAYER: That takes care of the actuator rod  
20       end scenario, but what about the actuator -- rod end --  
21       the actuator was moving in and out?

22              MR. KINAN: The actual rod in the actuator,  
23       if you had to adjust it, you can turn them in, turn  
24       them out, I mean, there's a rod end on the end.

25              MAYER: Right.

1                   MR. KINAN: But all you got to do is  
2 basically set your threads exactly the same.

3                   MAYER: Yeah.

4                   MR. KINAN: With the rod ends and three point  
5 oh seven is three point oh seven. I mean, you don't  
6 go, yeah, bigger.

7                   MAYER: -- angle to angle --

8                   MR. KINAN: Right, it's just a --

9                   MAYER: -- one, two, one, two - Are there any  
10 other adjustments to the actuator with a --

11                   MR. KINAN: On the rod end, no. No.

12                   MAYER: [inaudible]

13                   MR. KINAN: Right, but --

14                   MAYER: -- the actual area where the  
15 tensiometer leading from --

16                   MR. KINAN: We took it up where each actuator  
17 is, the cable comes out of each actuator up around here  
18 and up -- cable -- the left side and the right side of  
19 the tail.

20                   MAYER: [inaudible]

21                   MR. KINAN: Yeah, you take one there and the  
22 -- one over there. Right.

23                   MAYER: Any place else?

1                   MR. KINAN:  You take, obviously, when we bend  
2                   the cable, we pick one up in the front, I took one up  
3                   in the front --

4                   MAYER:  Uh-huh.

5                   MR. KINAN:  -- I took one in the back.  I  
6                   took one in the middle.  I just wanted to make sure it  
7                   was consistent.

8                   MOORHEAD:  You indicated that you were happy  
9                   with the manual system as it was.  I think that's what  
10                  I heard you say.  Are there any times when there are  
11                  not complete detailed instructions on what to do with  
12                  the system?

13                  MR. KINAN:  You're talking the whole Beech  
14                  Manual, yeah, absolutely.

15                  MOORHEAD:  Is any part of this system fall  
16                  into that category?

17                  MR. KINAN:  No.

18                  MOORHEAD:  So you had an ops check in the  
19                  paperwork that you conducted on the systems, that you  
20                  changed and worked with?

21                  MR. KINAN:  As far as the ops check go, I  
22                  want to say that the last step said something like  
23                  operational check, but I just -- right now I can't  
24                  remember.

25                  MOORHEAD:  Okay.

1 MR. KINAN: It's almost like I --

2 MOORHEAD: When there's a section in the  
3 manual or a functional check in the manual that's  
4 missing, is there a procedure that you got in your GMM  
5 that provides instructions on what to do?

6 MR. KINAN: Yes, but we have, actually Colgan  
7 made those up.

8 MOORHEAD: Let's speak to something that --  
9 is there a place in the GMM that addresses what to do  
10 if there is a step or steps missing in the Beech manual  
11 that didn't say what to do?

12 MR. KINAN: I don't know.

13 MOORHEAD: Okay.

14 MR. CARBONE: What we're going to do is go  
15 back around again. Let's talk about your GMM a little  
16 bit. I assume your job description is in the GMM?

17 MR. KINAN: Yes.

18 MR. CARBONE: You understand the duties and  
19 responsibilities that are there?

20 MR. KINAN: yes.

21 MR. CARBONE: Do you have any problem with  
22 the GMM?

23 MR. KINAN: No.

24 MR. CARBONE: Is it self-explanatory of what  
25 to do?

1 MR. KINAN: Yeah.

2 MR. CARBONE: Have you ever any references  
3 for parts tags or anything else that has come up and  
4 you needed it?

5 MR. KINAN: Yeah, absolutely.

6 MR. CARBONE: Where you could find the  
7 answers?

8 MR. KINAN: Yes.

9 MR. CARBONE: What kind of indoctrination did  
10 you receive?

11 MR. KINAN: When I first started we went  
12 through the paperwork procedures -- how to fill out  
13 paperwork, give you a basics to start with. That's  
14 about it. They go through each form you deal with  
15 directly. From what I can remember -- you know --  
16 since you had to fill out a work order -- teach you how  
17 -- the procedures -- you know -- stuff like that.

18 MR. CARBONE: Getting back to the airplane --  
19 is there anything on the motor that would prevent,  
20 that you know of, that would prevent the motor from  
21 driving itself?

22 MR. KINAN: On the motor itself?

23 MR. CARBONE: On the motor or --

1           MR. KINAN: Well, there's a disconnect  
2 switch. Do you mean to stop the motor? Yes, please  
3 come in.

4           MR. CARBONE: I was asking about the motor.  
5 Is there anything on the motor that you know of that  
6 would prevent it from motoring on its own?

7           MR. KINAN: Not that I know of.

8           MR. CARBONE: Nothing internally?

9           MR. KINAN: Not that I know of.

10          MR. CARBONE: Did you come in contact with  
11 the motor at all when you were adjusting the cables  
12 onto the spool?

13          MR. KINAN: At one point, the cable had  
14 fallen over a little bit onto a pulley that was next to  
15 the motor and, basically, all it was is easy as just  
16 moving it back over and, you know, it was just a little  
17 out of place just move it back over, off of the pulley.

18          MR. CARBONE: You didn't have any problems in  
19 the cockpit, as far as your working -- getting  
20 frustrated with the spool or anything else?

21          MR. KINAN: Getting frustrated with the job?

22          MR. CARBONE: Yeah, or any of your --

23          MR. KINAN: No, actually, it was smooth. You  
24 know what I mean? It went well. Like, "what is this?"  
25 Then we both looked at it and figured it out and said:

1 "Oh, okay. Make sure we get the left." It went  
2 smooth.

3 MR. CARBONE: No need for persuading?

4 MR. KINAN: What?

5 MR. CARBONE: Persuader. Mallet-ize.

6 MR. KINAN: Persuaders. I was going to say  
7 that's what we call a persuader and I couldn't believe  
8 you asked me that. No persuaders with the cable.

9 MR. CARBONE: Okay. Persuaders always came  
10 out when necessary. Okay. The FAA, have you ever seen  
11 the FAA PMI? Do you know what the PMI is? The FAA rep,  
12 have you ever seen one?

13 MR. KINAN: Actually, I think he was there  
14 Monday morning I want to say. When we were pulling the  
15 actuator that we were going to change back out, the  
16 dash six that we had taken back out and I was there  
17 pulling that back out, it was in the morning, he was  
18 doing an inspection.

19 MR. CARBONE: Okay -- inspection?

20 MR. KINAN: I think so. I just know it was  
21 two guys from the FAA doing a station inspection. They  
22 were looking at the hangar and they asked me what I was  
23 doing and I explained it.

24 MR. CARBONE: Did you get carded?

25 MR. KINAN: No, I didn't.

1 MR. CARBONE: Do you know what I mean?

2 MR. KINAN: No, I didn't. We get carded, but  
3 that's usually at the dock, so it just took me a  
4 second.

5 MR. CARBONE: All right. Before Saturday  
6 night, do you know of any history of this aircraft?

7 MR. KINAN: No.

8 MR. CARBONE: Did you do a history check on  
9 it at all, do you remember?

10 MR. KINAN: No, I didn't.

11 MR. CARBONE: When you were using the lights  
12 in the cockpit for illumination, did you pull breakers?

13 MR. KINAN: No.

14 MR. CARBONE: While you were working, did you  
15 pull breakers?

16 MR. KINAN: No.

17 RAMEY: After it was determined that the  
18 cable was off the forward drum, did you check the other  
19 cable or pulley systems?

20 MR. KINAN: Yes. In fact, it was right at  
21 the drum and the tail and we did look up the tail and  
22 then we checked in the cockpit.

23 RAMEY: [inaudible]

24 MR. KINAN: Close her up, yeah, because we  
25 were doing a cable change anyway.

1           RAMEY: You said that you replaced the -- the  
2 actuator was dash nine -- I'm just curious, do you know  
3 what the actual number was?

4           MR. KINAN: Yes. Dash seven.

5           RAMEY: Dash seven?

6           MR. KINAN: Yes.

7           RAMEY: Are you aware of the functional check  
8 each elevator had with the individual protractor? Do  
9 you remember what numbers you found?

10          MR. KINAN: I can't remember the exact  
11 numbers. I think one of them was I want to say  
12 fourteen and-a-half one direction. I can't remember  
13 the exact numbers. I'd have to have the manual in  
14 front of me.

15          RAMEY: [inaudible]

16          MR. KINAN: Yeah.

17          MAGLADRY: How do you determine the proper  
18 rig.

19          MR. KINAN: Well you set your three point oh  
20 seven like we were talking about on the actuators and  
21 then you hook up your cables, neutral, zero on the  
22 front of the airplane, the turn wheel, and then you  
23 check your elevators pinned at zero, your elevator  
24 zero, protractor zero, protractor on the tab zero, so  
25 it's zero with the elevator and that's zero.

1 MAGLADRY: [inaudible]

2 MR. KINAN: Yes.

3 MAGLADRY: [inaudible]

4 MR. KINAN: No, it's in the -- near the front  
5 -- there's a front right pin and there's an operating  
6 pin. You pin the aft bellcrank. The maintenance  
7 manual tells you to pin the aft bellcrank.

8 MAGLADRY: That's all.

9 MAYER: -- the cables -- each section - is it  
10 possible the wires going to the motor -- ?

11 MR. KINAN: Uh-huh.

12 MAYER: [inaudible]

13 MR. KINAN: The drum is not connected to the  
14 motor, the drum that I put the cable on is not  
15 connected to the motor. The motor's in the back of the  
16 plane. The drum is in the front on the turn wheel.  
17 There's a turn wheel, there's a chain, sprocket, drum  
18 with a sprocket on it. So, the motor is totally  
19 separate in the back of the airplane so that when you  
20 run the servo motor, it actually pulls the cable and  
21 runs the wheel. You can see the wheel, but it's not  
22 being run from out there. Do you know what I'm saying?

23 MAYER: Right.

24 MR. KINAN: Yeah.

25 MAYER: Did you go back to the motor at all?

1           MR. KINAN: Yeah, like I said, there was a  
2 cable back there and it had kind of fallen to the left  
3 a little bit and I just moved it back over.

4           MAYER: Is there any wire to the cable that's  
5 got enough slack so that it's shorted to ground?  
6 Anything like that?

7           MR. KINAN: No, not that I know of, nothing  
8 near the cables. I mean, there's one cannon plug on  
9 the servo, on the servo itself, the motor --

10          MAYER: Yeah.

11          MR. KINAN: -- elevator motor, there's one  
12 cannon plug and that's away from the drum.

13          MAYER: Did you find moisture, anything  
14 unusual like that?

15          MR. KINAN: No, I was poking around in there  
16 to check the pulleys down below and everything looked  
17 fine.

18          MAYER: [inaudible]

19          MR. KINAN: I think that's what it was, yeah.

20          MAYER: Some kind of guide around the pulley  
21 to keep it from falling off.

22          MR. KINAN: The guide pin?

23          MAYER: Yeah.

24          MR. KINAN: The guide pin, yeah.

25          MAYER: Was there a guide pin there?

1 MR. KINAN: Yes.

2 MAYER: That's all.

3 MOORHEAD: I don't have any.

4 CARBONE: Do you remember who determined  
5 that the dash seven part number was wrong?

6 MR. KINAN: It was decided during the day. On  
7 day shift. They were conversing with Raytheon because  
8 there was a little confusion since the service bulletin  
9 popped up. There was a little confusion on what could  
10 be used so it was back and forth. I think it was Gil  
11 in maintenance and Dave ended up talking with Raytheon  
12 to decide what we could use and Gil had decided on the  
13 dash nine, and take the dash six back out because it  
14 said we can't use that dash six.

15 CARBONE: And when you checked the tab rows  
16 with the protractor, did you have two protractors?

17 MR. KINAN: No, just one.

18 CARBONE: Just one, you swapped back and  
19 forth?

20 MR. KINAN: Right.

21 CARBONE: That's all. Is there anything that  
22 you can think of that would help us in this  
23 investigation, help us move in a positive direction?

24 MR. KINAN: I'm just going through my head,  
25 trying to rack, what could have caused that. Another

1 thing is that Jeff is probably on the same question as  
2 you guys. Me and him talked about why, even if the tab  
3 ran away -- you know -- I even asked one of the pilots  
4 if you do have runaway trim, why can't the side of the  
5 elevator side of the tab is ridiculously -- the  
6 proportion is ridiculous. Why can't you pull that?  
7 And actually that's what the pilot came out and said:  
8 You know, a full up elevator you can push down and I  
9 know that because I've tried it. And I said: What  
10 about full down? If you had full down tab, do you  
11 think you could push or pull out of that? And he said:  
12 Well, I know for a fact that if you have full down trim  
13 that you can't pull up off the runway. And I said:  
14 Well, is there any reason that he would have been  
15 selecting down while he was taking off because usually  
16 you select a little bit of up so that you can get your  
17 angle. And I asked him -- I was just discussing with  
18 the pilot tonight, was there any reason he would have  
19 selected down. He said: I don't see any reason why he  
20 would have selected down unless maybe they figured a CG  
21 wrong or something and figured the way a little bit  
22 wrong and just gave it a little down so not to put too  
23 much nose up or something. I'm trying just as much as  
24 you guys, I've asked myself because it would make me  
25 feel better I'll tell you that.

1 CARBONE: Do you guys have an elevator  
2 protractor?

3 MR. KINAN: Well, it's the same protractor.  
4 It's just a digital protractor what we use to check the  
5 elevators.

6 CARBONE: Oh, you don't have a board?

7 MR. KINAN: No.

8 CARBONE: Did anybody ever check trim to the  
9 elevators --

10 MR. KINAN: Well, -- we ran the elevator to  
11 make sure what we had, as far as degrees go

12 CARBONE: [inaudible]

13 MR. KINAN: -- actuator that I pulled --  
14 piece of mind going stops to the stops.

15 CARBONE: There was no write up as far as the  
16 elevator -- as far as --

17 MR. KINAN: No.

18 CARBONE: They were copacetic?

19 MR. KINAN: Right.

20 CARBONE: All right. Thanks very much. You  
21 are free to go.

22 MR. KINAN: All right.

23 (Whereupon, the interview of Mr. Dan Kinan  
24 was concluded.)

NATIONAL TRANSPORTATION SAFETY BOARD  
OFFICE OF AVIATION SAFETY

SUBJECT: Major Aviation Accident, NYC03MA183  
Investigation Interviews

DATE OF INTERVIEW: August 27, 2003

INTERVIEWEE: Jeff Vallejo, Colgan Air Quality  
Assurance Inspector

INTERVIEWERS: Stephen Carbone  
NTSB

Robert Ramey  
Raytheon Aircraft

Robert Moorhead  
Colgan Air

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P R O C E E D I N G

MR. CARBONE: Okay. Could you please tell us about how you got your license.

THE WITNESS: I got my A&P license in 1986. -- School of Aviation in South Carolina and from there I went to work for -- in -- South Carolina for Atlantic Airlines, an eastern express carrier. Worked Jet Stream 31 for two years and then went to PC Air in Charlotte, North Carolina. Worked for PC Air until 1996 as line manager. From there I went back to Seattle, Washington and went to work for BF Goodrich Aerospace. I wanted to work on big airplanes. So my main intention was going to Seattle anyway and so Boeing had a place to put me and I managed to get into BF Goodrich and then I was eventually hired by Boeing. I went into the 747 functional test program at Boeing. I did that for about fifteen months. After fifteen months they started taking our contracts and laying off so I went to work for Horizon Air. Worked for Horizon Air almost two years and came back to the east coast. Worked for Mesa Airlines in Birmingham, Alabama from April of 2000 and then I took this job.

MR. CARBONE: Horizon in Denver?

THE WITNESS: No, Seattle. Well, actually, the main maintenance station is Seattle-Portland,

1 Oregon. I worked line maintenance in Seattle for  
2 Horizon. Do you mean Frontier?

3 MR. CARBONE: Frontier. That's what I'm  
4 thinking of. For some reason, I thought it was the  
5 same airline, anyway, sorry. You worked for Mesa?

6 THE WITNESS: Yes.

7 MR. CARBONE: Worked 1900D?

8 THE WITNESS: No. I worked on the CRJ, ERJ.

9 MR. CARBONE: How did you compare them to  
10 where you're working now? Present company excepted.

11 THE WITNESS: As far as --

12 MR. CARBONE: I mean, how would you compare  
13 it? It being better. What you like, dislike about it?

14 THE WITNESS: Mesa was more of a bureaucratic  
15 mess than that.

16 MR. CARBONE: Okay.

17 THE WITNESS: Than Colgan. See, the thing  
18 about here is it's more family structured. No so much  
19 as literally, but I just have to pick up the phone and  
20 call Bobby and say: Hey, what's going on. I've got  
21 this problem. I've got that problem. Bobby would fix  
22 it immediately. At Mesa, you can't do that. You need  
23 to call your lead inspector. He needs to call the  
24 chief inspector supervisor, inspection people,  
25 inspection supervisors go to the chief inspector and

1 can take six months to solve any kind of problem. Here  
2 it seems like there's an immediate chain-of-command.  
3 The chain-of-command restriction which makes it really  
4 intimidating

5 MR. CARBONE: Okay. How do you like the GMM  
6 where you're working now?

7 THE WITNESS: Here, it's a little thin, you  
8 know, from what I've seen. It's not as thick as some  
9 that I have seen, but it seems to do an adequate job.  
10 There's some areas that they could had change one way  
11 or the other.

12 MR. CARBONE: Does it answer your questions?

13 THE WITNESS: Oh, yeah.

14 MR. CARBONE: What is your work schedule  
15 like?

16 THE WITNESS: I work five days a week and I  
17 work eight-hour shifts.

18 MR. CARBONE: Okay. What hours?

19 THE WITNESS: I work eight to four. Eight  
20 p.m. to four a.m.

21 MR. CARBONE: Four a.m. Not a bad shift.

22 THE WITNESS: No, it's not bad at all. It's  
23 the same shift everybody else works, just 12 hours off.

24 MR. CARBONE: That's right. It works for  
25 them.

1 THE WITNESS: You got to be in bed by noon.

2 MR. CARBONE: How long have you been working  
3 for Colgan?

4 THE WITNESS: Since June of last year.

5 MR. CARBONE: 2002?

6 THE WITNESS: Yeah. I worked for Mesa from  
7 '99 to April of 2002. From November '99 to April 2002  
8 and then I came here in June of 2002.

9 MR. CARBONE: Okay, and how long have you  
10 been working on the 1900? Have you ever worked on it  
11 before here?

12 THE WITNESS: No. Never had any 1900  
13 experience before that.

14 MR. CARBONE: And the experience you  
15 acquired, all your the 1900, here?

16 THE WITNESS: Yeah.

17 MR. CARBONE: What about the Saab?

18 THE WITNESS: No. No Saab experience. Well, I  
19 had Beechcraft experience, but not the 1900, only the  
20 Shorts 360. The Shorts has the same engine. It's very  
21 similar to the 1900 and the PT-6, they have the same  
22 engines.

23 MR. CARBONE: [inaudible]

24 THE WITNESS: No. The PT-6.

25 MR. CARBONE: Interesting airplane.

1 THE WITNESS: Yeah good plane.

2 MR. CARBONE: Yeah. Shorts 360 is a good  
3 airplane.

4 THE WITNESS: Strong airplane. Didn't have  
5 the pressurization problems or the hydraulic problems,  
6 you know.

7 MR. CARBONE: What has your training been  
8 like on the 1900?

9 THE WITNESS: My training's been more  
10 specific towards experience. I've been around  
11 airplanes a long time. Experience as far as aircraft  
12 experience. Any specific 1900 experience I haven't had  
13 any.

14 MR. CARBONE: Oh, okay.

15 THE WITNESS: You know what I'm saying.  
16 There's no factory school or anything such as that.

17 MR. CARBONE: Have you concluded your  
18 training records for the 1900D?

19 THE WITNESS: No.

20 MR. CARBONE: You're still working through  
21 them?

22 THE WITNESS: Yes.

23 MR. CARBONE: How does that work if you are  
24 an inspector on the shift that night, hypothetically,

1 you come across something you haven't worked, how does  
2 that work?

3 THE WITNESS: I'm not specifically doing the  
4 task. I'm inspecting the task.

5 MR. CARBONE: Okay. You have no problem  
6 inspecting them?

7 THE WITNESS: I wouldn't think so, no.

8 MR. CARBONE: So your training is mostly OJT?

9 THE WITNESS: Yes.

10 MR. CARBONE: Have you had any formal  
11 training? Phase I? Phase II?

12 THE WITNESS: Yes, there was Phase I training  
13 on the Beech 1900.

14 MR. CARBONE: How many hours?

15 THE WITNESS: It was forty hours.

16 MR. CARBONE: How do you find yourself with  
17 the shift?

18 THE WITNESS: Very well.

19 MR. CARBONE: [inaudible]

20 THE WITNESS: Yeah.

21 MR. CARBONE: How about the FAA. Do you see  
22 the FAA a lot?

23 THE WITNESS: Not really, no. I think we've  
24 seen them like twice in the year that I was in here.

25 MR. CARBONE: Do they card employees?

1 THE WITNESS: No.

2 MR. CARBONE: How come nobody ever gets  
3 carded? I'm the only one who ever gets carded.

4 THE WITNESS: No one gets carded.

5 MR. CARBONE: Let's talk about the airplane  
6 for a few minutes. Were you aware if, at all, there  
7 was any problems with the elevators, tabs, trim, pitch  
8 control, prior to it coming in that night?

9 THE WITNESS: No.

10 MR. CARBONE: You work Monday through  
11 Friday?

12 THE WITNESS: Right, but they called me  
13 in to work Saturday night, overtime, to do number six  
14 detail that was due.

15 MR. CARBONE: Okay. Did you work Sunday  
16 also?

17 THE WITNESS: No.

18 MR. CARBONE: Oh, okay. So, you worked  
19 Saturday and you came in on Monday to finish the --  
20 excuse me -- the -- checks?

21 THE WITNESS: Right.

22 MR. CARBONE: How much of the task -- what  
23 are you required to follow through on the task?

24 THE WITNESS: To make sure that --

1           MR. CARBONE:  When you say you were called in  
2           on overtime, is that because you are the only one --  
3           you are familiar, intimately familiar, with this?

4           THE WITNESS:  Well, I was the inspector.  I'm  
5           the only actual inspector.  The other ones are  
6           delegators and they just couldn't get in touch with the  
7           other delegator first.

8           MR. CARBONE:  Oh, I see.

9           THE WITNESS:  And so they went down the list  
10          and there I was.

11          MR. CARBONE:  Okay.  So, you came in.  Can  
12          you tell us what parts of the check you are required to  
13          do?

14          THE WITNESS:  There's a specific form that  
15          comes with the number six detail inspection and it  
16          specifically applies to the tail section of the  
17          airplane.

18          MR. CARBONE:  Do you do borescopes?

19          THE WITNESS:  No, no borescopes.

20          MR. CARBONE:  Anything of that nature?

21          THE WITNESS:  No, nothing like that.

22          MR. CARBONE:  Structural checks or anything  
23          like that?

24          THE WITNESS:  No structural checks.

25          MR. CARBONE:  No NDI?

1 THE WITNESS: No NDI.

2 MR. CARBONE: They were doing ops checks on  
3 the elevator tabs and the tab motor and -- saying it  
4 was done because in accordance to the particular  
5 maintenance manual reference -- I'm sorry -- okay, R&R  
6 the elevator trim tab actuator as per the Beech manual  
7 to requiring an ops check and -- rigged -- okay, how do  
8 you determine or how would you determine what type of  
9 ops check you would put on an airplane rig?

10 THE WITNESS: The maintenance manual will  
11 call for a specific ops check on that system.

12 MR. CARBONE: And if the manual doesn't do  
13 that?

14 THE WITNESS: Well, then I would personally  
15 operate the system to its intended function.

16 MR. CARBONE: And how would you know what  
17 limits to look for?

18 THE WITNESS: The limits would be stated in  
19 the maintenance manual for the system you're working  
20 on.

21 MR. CARBONE: Were you aware of the part  
22 being the wrong part installed on the right elevator  
23 actuator? Did you come in on that at all?

24 THE WITNESS: No.

1 MR. CARBONE: I was going to ask you did you  
2 know how they determined it was the wrong part?

3 THE WITNESS: No. That was the day before.

4 MR. CARBONE: Okay. You did the rig check on  
5 the elevator cable, I mean the elevator trim tab cable  
6 and then the actuators. How would you go about doing a  
7 check on that?

8 THE WITNESS: It would be in the maintenance  
9 manual.

10 MR. CARBONE: What do you specifically look  
11 for?

12 THE WITNESS: I'm looking for a proper cable  
13 tension.

14 MR. CARBONE: Okay.

15 THE WITNESS: Proper cable alignment and  
16 proper cable travel.

17 MR. CARBONE: And what about -- do you go  
18 through the pulley system itself?

19 THE WITNESS: Oh, yeah.

20 MR. CARBONE: You run the whole length?

21 THE WITNESS: Run the whole length.

22 MR. CARBONE: And then you would do the throw  
23 check.

24 THE WITNESS: The throw check --

25 MR. CARBONE: Where are you when this is

1 going on? Where are you going?

2 THE WITNESS: Where am I going?

3 MR. CARBONE: Physically?

4 THE WITNESS: I'm close. I'm either standing  
5 up on the scaffolding or I'm on the floor below,  
6 depending on what particular part of the unit we're  
7 looking at.

8 MR. CARBONE: Okay. So, you get both sides  
9 of the story.

10 THE WITNESS: Yeah, I get both sides of the  
11 story.

12 MR. CARBONE: Can you think of anything in  
13 the elevator trim motor that would prevent a runaway?

14 THE WITNESS: The only thing that I can even  
15 think would be a switch, the actual trim switch.

16 MR. CARBONE: Do you know where that is?

17 THE WITNESS: It's on the pilot's wheel.

18 MR. CARBONE: So, one of the two pilot  
19 switches on the stick?

20 THE WITNESS: No.

21 MR. CARBONE: Do you have any way of  
22 canceling that?

23 THE WITNESS: Yes.

24 MR. CARBONE: How would you do that?

25 THE WITNESS: You would disconnect.

1                   MR. CARBONE: Are you talking about a circuit  
2 breaker?

3                   THE WITNESS: No, there's a pitch trim  
4 disconnect switch.

5                   MR. CARBONE: [inaudible]

6                   THE WITNESS: I'm not sure where that's  
7 located. I want to say -- I'm not sure.

8                   (Whereupon, the interview of Mr. Jeff Vallejo  
9 was concluded.)

DEPARTMENT OF TRANSPORTATION  
NATIONAL TRANSPORTATION SAFETY BOARD

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In the Matter of: \*  
\*  
\*  
ACCIDENT INVESTIGATION \*  
AT HYANNIS \*  
\*  
\*

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Tuesday,  
October 7, 2003

Flight Standards  
44965 Aviation Drive  
Suite 112  
Dulles, VA 20166

INTERVIEW OF:

DALE NELSON, Principle Maintenance Inspector for Colgan  
Air

The above-entitled matter came on for  
hearing, pursuant to notice at 10:00 a.m.

BEFORE:

STEPHEN CARBONE, NTSB  
WILLIAM J. BRAMBLE, JR., NTSB  
ERIC WEST, FAA HEADQUARTERS AAI-100

## P R O C E E D I N G S

1  
2 MR. CARBONE: This is an interview into the  
3 accident for Hyannis, NYC-03-NA 183. We are speaking  
4 with Dale Nelson from the FAA FSDO in Dulles Airport.  
5 And I assume you have had these before. You had these  
6 interviews. And basically what it is, is this is the  
7 Maintenance Group, plus Human Performance, myself,  
8 Stephen Carbone, the Group Chairman for Maintenance for  
9 the Aircraft Maintenance for the accident. Bill  
10 Bramble is assisting. He is with the, also with the  
11 NTSB and he is with Human Performance and he will be  
12 asking questions in his field. And then Eric West, who  
13 is, of course, with the FAA AAI-100 out of Washington,  
14 D.C. He is also on my group.

15 And basically what we are going to do is I  
16 will, I will start the questioning, ask you a series of  
17 questions. Then when I am done, I will pass to Bill,  
18 Bill will ask his questions and then when he is done,  
19 pass to Eric. We will take a deep breath and then go  
20 back through it one more time in case there is any  
21 questions that may have sprung out.

22 Are there any questions, if not, we can  
23 begin.

24 (Pause.)

25 EXAMINATION BY MR. CARBONE:

1           Q     Would you please state your name and position  
2 for us?

3           A     Dale Nelson, I am a principal airworthiness  
4 inspector for Calgan Airlines.

5           Q     Okay. Where are you located at?

6           A     Dulles Airport.

7           Q     Okay. Can you please give us a rundown of  
8 your aviation history?

9           A     My aviation history started in 1970. I  
10 joined the Air Force. I spent my tour at the Air Force  
11 as a jet age mechanic. After the Air Force, I worked  
12 in the aviation field at various locations, repair  
13 stations, airlines, spent 11 years up in Alaska working  
14 for, the major of which I worked for Alaska National  
15 Air, which is a C-130 cargo outfit. I also worked  
16 general aviation up in Alaska. I worked on various  
17 types of aircraft from a DC-6, F-27s, to light  
18 aircraft, Beech, Cessna, Pipers and so forth.

19                     After Alaska I moved back down to the lower  
20 48, worked for Pacific Air Motor Corporation in  
21 Burbank, which is a large repair station for engine  
22 overalls, and from there I worked general aviation  
23 again until 1988, where I joined the FAA.

24           Q     Where did you join the FAA?

25           A     Las Vegas, Nevada, where I had several

1 certificates, 145, 135. I was also assistant principal  
2 for a 121 operator, for a period of time, a short  
3 period of time. And then in 1997 I transferred to  
4 Virginia, worked in the SUPS office for three years as  
5 a SUPPS inspector.

6 Q I am sorry, SUPPS?

7 A Suspected Unimproved Parts Program Office for  
8 three years. And then I transferred back over here to  
9 the FSDO.

10 Q Were you, when you worked in Alaska were you  
11 ever working with the 1900?

12 A No.

13 Q C model or D model?

14 A No.

15 Q Okay. Do you have an A&P license?

16 A Yes.

17 Q Did you ever work management for the, for any  
18 of the carriers you worked for?

19 A Carriers in Burbank, I was Director of  
20 Quality Control for four years. I was an inspector  
21 for one, and then I was advanced to Director of Quality  
22 Control.

23 Q How large an operator was that?

24 A We had, at one time we had about 230  
25 employees in the in the shop.

1 Q I am sorry, how long did you say you were the  
2 PMI, a PMI?

3 A I joined the FAA in '88, and my one year,  
4 from '90, from about 1990 on, I had certificate  
5 management responsibilities for 135 operators, 91  
6 operators, 125 operators.

7 Q And how long have you been a PMI for Calgan?

8 A For Calgan, I was, I was, I have it written  
9 down on my desk, but I hadn't looked that up. I wasn't  
10 sure, about a year total, nine months was temporary and  
11 then five months as a full time.

12 Q And who did you take it over from?

13 A Chuck Loughey.

14 Q Chuck Loughey. Can you spell that? Is it --

15 A L-O-U, I don't know, I can get you that  
16 spelling.

17 Q L-O-U --

18 A Loughey, L-O-U-G-H-T, something, I don't  
19 know.

20 Q Okay.

21 A Charles.

22 MR. WEST: Just a point of clarification, you  
23 started with FSDO what year?

24 MR. NELSON: Ninety one or 2001.

25 MR. WEST: Okay. You reported here at this

1 FSDO, okay.

2 MR. NELSON: End of 2000, yeah, I believe it  
3 was 2001.

4 MR. WEST: Okay. Thanks.

5 BY MR. WEST:

6 Q That was when you came to the FSDO working  
7 SUPPS.

8 A Correct.

9 Q And then as --

10 A Before I came to the FSDO I worked in SUPPS.  
11 I came to Virginia in '97.

12 Q In D.C?

13 A Right next door is the SUPPS office.

14 Q Okay. All right.

15 A The next building over. I worked there for  
16 three years.

17 Q Okay.

18 A Approximately three years. Then I came over  
19 to the Flights Standard Office here, in 2001.

20 Q Okay. So you have been working at the Flights  
21 Standard since 2001, but you took Calgan over about a  
22 year ago.

23 A Correct.

24 Q Okay.

25 MR. CARBONE: As acting.

1 MR. NELSON: As an acting principal.

2 MR. CARBONE: And he assumes the position  
3 about --

4 MR. NELSON: Five months ago.

5 MR. WEST: Five months ago.

6 (Pause.)

7 MR. NELSON: All dates are approximate.

8 BY MR. CARBONE:

9 Q Okay. How would you characterize your  
10 average day?

11 A Busy, full, starting out in the mornings  
12 reviewing BTRS, reviewing e-mails, discussing issues,  
13 surveillance issues, responsibilities with the carrier,  
14 visits to the carrier, surveillance. We do ramps here.  
15 We only see two aircraft a day were at Dulles, that is  
16 in the morning about 9:20 and then there is another one  
17 that comes about 2:35, 2:40, comes into Dulles here.  
18 So, we try to hit those ramps in the morning as much as  
19 possible.

20 Q Is Calgan your only report?

21 A Yes.

22 Q Okay. Were there any concerned with the  
23 passing of the Bartone, from your predecessor?

24 A None really.

25 Q How was the turnover?

1           A     The turnover was really good. We were  
2 introduced to the operator the day I took over, at the  
3 same time they had just hired a new vice president of  
4 maintenance and quality control. We actually did the  
5 tour the same day. The turnover was, all the  
6 information I needed was available to me. No issues at  
7 all.

8           Q     How was the PMI position when you stepped  
9 into it, was there any concerns?

10          A     No major concerns, none whatsoever. It is an  
11 ongoing job to improve the program. We always  
12 consistently try to improve the program.

13          Q     When you say no major concerns.

14          A     No major concerns.

15          Q     What about minor concerns?

16          A     Minor concerns, naturally GMM issues on  
17 clarity, clarity of the GMM, completeness of the GMM.  
18 A lot of times an operator will do more than what they  
19 say they do. So, if we run into areas like that, we  
20 need, we try to clarify issues with the operator.

21          Q     When you say do more than they say they do,  
22 what do you mean?

23          A     Well, a lot of times they have more, they do  
24 actually more during the process of maintenance and  
25 inspection than the note in their GMM.

1 Q Okay.

2 A So, if there is areas like that, or  
3 deficiencies, we like to try to bring those to their  
4 attention and have them corrected.

5 Q What type of training did you receive for the  
6 PMI position?

7 A Training for PMI. Well, I have been an  
8 inspector for 16 years. I have PMI background.  
9 Specific PMI training, or to be a PMI, there is  
10 ongoing, there are ongoing classes in Oklahoma City to  
11 prepare you for a PMI job, ops specs training, classes.  
12 No specific PMI training per se.

13 Q Okay. Next question, do you feel that you  
14 have received the proper training to do your job?

15 A Oh, yes, I have.

16 Q Okay. Are there any concerns as far as  
17 budget monies to meet your travel needs for oversight?

18 A No.

19 Q Okay. You say Calgan is your only report.

20 A Yes.

21 Q Do you share information on Calgan with the  
22 POI?

23 A POI, MTAI.

24 Q Okay. What do they usually, I mean, what is  
25 the --

1           A     We typically get together and discuss any  
2 issues that are coming up or that have arisen. And if  
3 there is any need for follow-up, we follow-up on it.

4           Q     Are there any concerns that they have that  
5 they feel you need to address or vice versus?

6           A     No.

7           Q     Okay. What is your oversight of Calgan  
8 include?

9           A     Typical, ramps, spots, surveillance,  
10 discussion with management. We have a Tuesday meeting  
11 every Tuesday. As a matter of a fact we have one today  
12 at 1:30, depending on how long this meeting goes on.

13          Q     I don't think it will be quite that long.

14          A     Okay.

15          Q     I really don't.

16          A     We have a, we have set up a meeting, a joint  
17 meeting between the Flights Standards Office and the  
18 company once a week to discuss any issues that either  
19 one of us may have. Upcoming issues, new changes.  
20 Calgan has a whole new regime in the maintenance  
21 department. And now we have a new director of or a VP  
22 of Maintenance and Quality Control. They have just  
23 acquired a new director of Maintenance, a new chief  
24 inspector, new quality assurance manager. So, the  
25 whole organization, maintenance organization, is fairly

1 new. I would say about six months.

2 Q So, how would you, how would you categorize  
3 your relationship with Calgan?

4 A Very good. We have a very good relationship.  
5 I met the company, as a matter of fact, we were there  
6 yesterday for half a day. We will be there again  
7 today. I am typically visiting them two to three times  
8 a week.

9 Q Is there a reason why we didn't want Calgan  
10 in the interviews?

11 A Nothing, no derogatory reasons or no  
12 unfavorable reasons. I just felt in my position that  
13 because I do have oversight over Calgan, that I just  
14 felt personally I would be, I would prefer them not to  
15 be there, to be here at this meeting. Just because I  
16 felt this is a FAA, NTSB meeting and not an operator  
17 meeting.

18 Q Okay.

19 A In the case there was any questions that did  
20 come up that they may have felt or didn't understand  
21 what my answer was. But, that is probably it, I just  
22 felt more comfortable without them.

23 Q Do you think that there are questions that  
24 can't come up that would be --

25 A I don't believe so. I think, like I said, we

1 have a pretty good relationship. We talk on a regular  
2 basis. They have a good compliance attitude. If there  
3 are issues that I do bring up or recommendations that I  
4 bring up, they take them and they consider them and if  
5 they feel appropriate, now there are non regulatory  
6 issues, these are issues that may just improve the  
7 quality of their operation, they consider them and  
8 typically they, they institute them in their program.

9 Q What is your opinion of Calgan?

10 A Calgan has a, in my, in my opinion, a good  
11 operator.

12 Q Now you said the new regime came in, what was  
13 the old regime like? I mean, was it, first of all, how  
14 long ago did the new regime start?

15 A I would say about six months.

16 Q About six, so, as you were cycling in, they  
17 were cycling --

18 A Right, they were also cycling. We were all  
19 sort of cycling in, again, I have had this close to a  
20 year, so I had already been there from the old, I was  
21 there with the predecessor of the quality control, who  
22 works for the FAA now in Washington, D.C.

23 Q Oh, okay.

24 A Yes, he went straight from Calgan to  
25 Headquarters. Very intelligent, very smart man, had a

1 good organization.

2 Q Now did you and Chuck, you and/or Chuck have  
3 problems with the, I hate using the word old regime.

4 A Old regime.

5 Q -- still in Iraqi.

6 A No.

7 Q No, okay. So, there were no concerns at all.

8 A No major concerns. Nothing that we have not  
9 been able to sit down and discuss and come to a mutual  
10 agreement on.

11 Q Okay. And you said you were often at  
12 Broadrun, right? You are often at Broadrun?

13 A Broadrun.

14 Q The airport, Manassas.

15 A Manassas, I meant Calgan, correct, yes.

16 Q Is, I am sorry, how often do you say?

17 A About three times a week. On the average two  
18 to three times a week.

19 Q Okay.

20 A Depending on schedules, training, anything  
21 else that may be going on.

22 Q Okay. Is management always present when you  
23 show up?

24 A Yes.

25 Q Do you observe all the shifts?

1           A     Yes.

2           Q     Okay. Do you do it on, like do you come in  
3 one day on night shift, one day on day shift?

4           A     No, no. I usually hit on, on, I would say we  
5 are out there, the team is out there probably two to  
6 three times a month.

7           Q     Okay.

8           A     On the night shift.

9           Q     Okay. How long does it take to, how long does  
10 it take to visit a site?

11          A     The site in Manassas?

12          Q     Yes.

13          A     We will be out there for about two to three  
14 hours, depending on the amount of work. Now they may  
15 not have any aircraft in that hanger. We may have just  
16 got there and none all night, or they may have one to  
17 two, possibly even three aircraft out there that they  
18 are working on that night.

19          Q     Okay. And what do you look for?

20          A     We would look for, we try to give a full  
21 scope. We look at the type of work they are doing. We  
22 look at the paperwork that they have been, that they  
23 have processed. We review mechanics' performance. We  
24 will pull mechanic and say okay, show me how you have  
25 done this particular job. Let's see your reference to

1 your manual. We will look at tools, calibrated tools,  
2 make sure that the tools have been calibrated. We may  
3 quiz a mechanic to say, what is the torque on a  
4 specific unit. I mean, watch somebody, a mechanic  
5 perform a job.

6 Q Now, I never get a positive input on this  
7 question, do you card?

8 A I am sorry?

9 Q Do you card them?

10 A No.

11 Q You don't card them.

12 A No.

13 Q Have you ever carded them?

14 A I don't believe I have, since I have been on  
15 the certificate, I have not carded the GMM A&P because  
16 really one, even though their policy is that they hire  
17 nothing but A&P mechanics, they are really not required  
18 to hire an A&P mechanic.

19 Q Okay.

20 A Other than certificate, other than, or  
21 airworthiness release or RRI, so.

22 Q Do you find that Calgan's management works  
23 the same shift as the work force?

24 A There are, there are, yes, I do know that  
25 their management will come in on an evening shift

1 occasionally to see what they are up to. The director  
2 of maintenance, their quality control manager works  
3 different shifts occasionally. I can't say how often.

4 I don't know.

5 Q Are they always available, do you know?

6 A During the day?

7 Q Well, during the night shift, I am assuming  
8 that they are, the managers work during the day.

9 A Correct.

10 Q And I mean, are they available to, do the  
11 mechanics or the inspectors feel that they are  
12 available if needed?

13 A For a call, yes.

14 Q Who is in charge on nights?

15 A I don't know the supervisor's name. He  
16 actually, he is a young kid. Very knowledgeable, very  
17 sharp, but I don't remember his name.

18 Q Okay. Do you feel that Calgan's management  
19 adequately oversees the work force?

20 A Yes.

21 Q How about the sub-base maintenance facilities  
22 in either Hyannis or Albany, how often do you visit  
23 those?

24 A I have been to Hyannis, since I have been on  
25 the certificate, I have been into Hyannis and Albany

1 one time.

2 Q Each?

3 A Each.

4 Q Are your inspections much different than  
5 Manassas?

6 A I am sorry?

7 Q Are the inspections you do there much  
8 different than Manassas?

9 A No.

10 Q No.

11 A It wouldn't be any different.

12 Q You do the same.

13 Who are the people you most interact with at  
14 Calgan?

15 A Bob Morehead, director of quality control,  
16 Dave Fitzpatrick, VP maintenance and operation or VP of  
17 maintenance and quality control, Miguel Rodriguez,  
18 director of maintenance.

19 Q How often do you interact with him?

20 A Quite often, every time I go out there.

21 Q Okay.

22 A I always stop in, the first person, typically  
23 I will stop in and see Miguel, how is everything going,  
24 what issues do we have. I have a report of an abort  
25 one day, I just got an e-mail from Calgan that they had

1 an air return. Called them up this morning, what was  
2 it about? He explains the full issue.

3 Q Okay. Any problems in the relationships?

4 A None. None.

5 Q Have you had any conversations negative or  
6 positive about the CAS Program at Calgan?

7 A The CAS program that Calgan has for the size  
8 of operation is very good.

9 Q Very good.

10 A Yeah, it actually has been reviewed by Dave  
11 Cann's Group up at 300, came down and did a review and  
12 gave them high marks for their CAS program.

13 Q Okay. What about stations, the line stations  
14 like Pittsburgh, Boston, Huntington, Augusta, have you  
15 ever been to any of those stations?

16 A Never been to them.

17 Q Any of the sites, the --

18 A Other than Hyannis and Albany, no.

19 Q Okay. What type, oh, okay, I guess you  
20 didn't, what type of planning do you usually come away  
21 with from the audits? Anything? Concerns?

22 A Paperwork, the majority of all our findings  
23 have been with paperwork. Sloppiness on readability.  
24 Clarity. Sometimes we will find an incomplete  
25 reference maybe. Nothing that we haven't been able to

1       adjust the company and they have made attempts to try  
2       to correct it. But, we have 76 odd mechanics and  
3       trying to get them all to write the same and write the  
4       same clarity and understandable, it is an ongoing  
5       issue. I think with all airlines.

6           Q     Okay.

7           A     That is the biggest concern that we have  
8       found.

9           Q     If you have, if you have a concern, say a  
10       major concern, minor concern with Calgan, how often,  
11       what is the response time like to, from them to you?

12          A     Real quick.

13          Q     Real quick.

14          A     Usually within a day or two. We have an  
15       issue now that started Monday, but they are waiting or  
16       started Friday, an issue that we are looking into on a  
17       propeller. They have been on it every day trying to  
18       get the information. They are going back to the  
19       manufacturer to get information so they are current and  
20       never let things drop.

21          Q     Okay. Do you often hear excuses like they  
22       don't have the money or --

23          A     No. No. I always hear the excuse they would  
24       always love more people than they have, but that is an  
25       ongoing, yeah, we would always like more people.

1 Q Of course.

2 Do they ever not comply? Have you ever had a  
3 problem with them not complying?

4 A We have one, we have, since I have been on  
5 their certificate we have had a couple of voluntary  
6 disclosures and we have had one violation. It was  
7 against a mechanic for the performance of his job,  
8 which is still pending, by the way. Other than that,  
9 no.

10 Q Okay.

11 A No.

12 Q Do you ever coordinate for geographical  
13 assistance with the FTA?

14 A Yes, most definitely. I am constantly in  
15 contact with Don Small from the Boston Office, Jeff  
16 Leskinski(ph) from the Albany Office, Cartelli from the  
17 New York FSDO. Yes, we are in constant communication.

18 Q Okay.

19 A That is who I depend on for my geographic  
20 surveillance of those facilities.

21 Q Okay. How often do you plan on visiting,  
22 like Hyannis?

23 A Actually I had planned on next week going up  
24 to visit both again.

25 Q So, say about twice a year?

1           A     Two to three times a year, I try to get up  
2     there. I am going to try to get up there maybe more  
3     often, depending on the situation. If I am hearing  
4     more concerns, which has been fairly quiet out there  
5     from the geographic. As a fact, here for awhile it has  
6     been so quiet I called them all up and I said, you  
7     know, hey, it has been awful quiet. They said, you  
8     know, they have keeping on top with them, and they  
9     haven't had any problems recently. They are doing  
10    pretty good. We have a lot of, the inspectors from  
11    Boston and Albany, have a lot of good things to say  
12    about the facilities.

13           Q     Okay. What about the smaller stations?

14           A     I have not visited those, no.

15           Q     No, I mean the geographics?

16           A     The geographic, out of those areas,  
17    Pittsburgh, New York covers a large area. They do the  
18    geographics surveillance out there and those other  
19    line, the line stations, I guess you call them.

20           Q     Is there any concerns that they bring up  
21    or --

22           A     The last concern we had was ground handling.  
23    Nothing major. And immediately went to Calgan, the  
24    last time was just here a few weeks ago. Prior to the  
25    accident, but a few weeks ago, maybe couple of months

1 ago, about their ground handling. The QC actually  
2 visited the station manager of that facility to find  
3 out what was going on. They handle things very quickly  
4 when they are found.

5 Q Okay. So, there is, the contact you have with  
6 the geographic people are pretty good?

7 A Yes.

8 Q When Calgan opens a new station, I don't know  
9 if one has happened since you have been PMI, what  
10 exactly, how does that come about?

11 A A new line station?

12 Q Yes.

13 A A new --

14 Q Let's say they open Culpepper, Virginia.

15 A It just, we get the word that they are  
16 opening up, send a newsletter, or an e-mail to us,  
17 Operations, normally, typically, myself and the POI,  
18 get together, hey, they are opening up a new line  
19 station. That is good.

20 Q I mean, do you get involved in that?

21 A No, not a whole lot, no. No.

22 Q Okay.

23 A Unless there is going to be maintenance going  
24 on in there.

25 Q Does, Okay. That would make sense. Okay.

1 Does Calgan employ contractors in any of these  
2 stations?

3 A All of them. All the stations have some kind  
4 of contract maintenance.

5 Q Okay. Do you, how does that affect your  
6 inspections?

7 A Mine, I look basically at where the line  
8 stations are, are they contract or are they on call, it  
9 is two different types of contract maintenance. They  
10 have, there is not a whole lot of requirements. They  
11 do their, everything is controlled through maintenance  
12 control and they are contract in line maintenance.  
13 They handle everything, maintenance control does. If  
14 there is an issue, maintenance control will give them  
15 all the information and direction they need. But, they  
16 are required to be A&Ps, I do know that.

17 Q Do you ever find any problems with paperwork  
18 from the contractors?

19 A No, the only problem we had recently was a  
20 procedure that I didn't like, so we changed it, where  
21 they were leaving the logbooks, the log pages in the  
22 aircraft. On an out station, if they have contract  
23 maintenance they would, they would take care of the  
24 issue, but the log sheets would stay in the aircraft,  
25 the original log sheets, so we asked that in the

1 interest of safety, they want to think about pulling  
2 those every time there is maintenance pulled, that log  
3 sheet, get it out of the aircraft. Get it back to the  
4 company. So, if anything does happen, at least that  
5 maintenance record will be out. So, they have changed  
6 that procedure and now we are 100 percent all log  
7 sheets come out.

8 Q Did you ever find out later about  
9 contractors they called employees, like were they  
10 always straight forward with you about what contractors  
11 they hired?

12 A Most definitely.

13 Q Okay. Has your surveillance of Calgan  
14 increased or changed since the accident?

15 A Do you want to know the truth? No, I  
16 wouldn't actually, we have had more visits out there,  
17 yes, because of the issues, their concerns, they have  
18 employed some contractors, themselves, auditors,  
19 consultants, to come in and review their programs.  
20 They want to ensure that their programs are okay. They  
21 still have records people up there, so naturally I am a  
22 little bit more interested now in what these  
23 consultants, contractors are doing. And they plan on,  
24 once the consultants finish, and give them their  
25 report, that they are going to share that report with

1 me, not only of what they found, but what  
2 recommendations they have given and then what  
3 recommendations that Calgan is going to implement from  
4 those recommendations.

5 Q Have they shared anything --

6 A Nothing yet. I believe the audit on the  
7 company maintenance facility has just completed and  
8 they are going to be receiving a report fairly soon.  
9 They have told me that. And that once they get it and  
10 review it, then we will sit down with it.

11 Q Okay. How often do you review the Calgan GMM?

12 A It is on my desk now. I keep those at my  
13 desk. It is pretty much a constant because we are  
14 looking, if an issue has come up, to meet the  
15 requirements of the regulations as far as a general  
16 maintenance, but, any time an issue comes up where we  
17 feel an inadequacy in a certain area or a way of  
18 improving a situation, we will, we will, you know,  
19 address it.

20 Q The MEL procedures in the GMM, all those all  
21 new?

22 A I would have to look at the revision date on,  
23 what is the date on the list of affected --

24 Q It shows 20 of August. I was just wondering  
25 is all that, because I noticed with the lines --

1           A     Yes. Provision 17 is the latest revision to  
2 the GMM.

3           Q     All right, but I am saying, is this, was this  
4 all added 3112?

5           A     This has all been added, general, any time  
6 you see a revision line, it has been added. Now,  
7 hopefully, when they go, a prior revision will have the  
8 revision line taken off and the new revision --

9           Q     Right.

10          A     They have slipped and forgotten that revision  
11 line and left it in there.

12          Q     Oh, okay.

13          A     So, but, typically, yes, this means, this is  
14 what has been changed.

15          Q     Added or changed, do you know?

16          A     I don't know what the prior revision said.

17          Q     Okay.

18          A     I would have to and I don't keep those, the  
19 latest revision. They added or changed something in  
20 there.

21          Q     Okay. I was just wondering if you knew off  
22 the top of your head.

23          A     No.

24          Q     What about the maintenance program manual?  
25 Do you often review that?

1           A     Maintenance program manual. Their inspection  
2 program?

3           Q     Right.

4           A     1900. If we need to, that is an ongoing  
5 change. We are always changing, but typically what we  
6 are not, we are not changing a program. What we are  
7 doing is they are adding or changing work cards, which  
8 are part of the, of their system, but not the program.  
9     In other words, we approve a program, we don't, I  
10 don't approve the work cards. That is their  
11 instructions on doing their work.

12          Q     Okay.

13          A     We approve work cards, don't get me wrong. I  
14 approve everything that goes through there. But,  
15 changes to the inspection program isn't a change to an  
16 ops spec change, another revision change, in other  
17 words.

18          Q     Do you accept or do you approve?

19          A     I accept.

20          Q     Accept.

21          A     Well, excuse me, I approve their maintenance  
22 program. The GMM is accepted.

23          Q     Okay. I have been beaten over the head with  
24 that one, so, I am going to make sure, make sure I got  
25 the right words.

1           A     Yes, that has always been --

2           Q     What about the Raytheon maintenance manuals,  
3     have you ever reviewed those?

4           A     I have two manuals, maintenance manuals on my  
5     desk right now, they are updated manuals. I use them  
6     for reference when they are discussing an issue or a  
7     part or a system, that I can go back and review it.  
8     But, typically, no, I don't review manufacturer's  
9     maintenance manuals too often.

10          Q     Okay. Have you --

11          A     Unless I have a reason to get in there and  
12     look.

13          Q     Has the manual ever come up with a concern of  
14     Calgan?

15          A     We have had concerns with the Raytheon  
16     manuals more than, on more than one occasion, the  
17     clarity, the completeness and what has been in that  
18     manual. I, I have actually gone so far as to talk to  
19     Raytheon, myself, on a couple of issues.

20          Q     Can you give me an example?

21          A     Stall warning.

22          Q     Okay.

23          A     Under the stall warning, there was no ground  
24     operation procedure. Calgan would literally test fly  
25     an aircraft to adjust the computer, the stall warning

1 computer. Which is contrary to the regulations. That  
2 is the way it was written in their manual. And this is  
3 one of the issues, I don't know if you want to consider  
4 this a major issue, but when I got the certificate, I  
5 was reviewing the manual and I saw this. So, I  
6 questioned Calgan, and yeah, Beech's manual, the way it  
7 read is it led you to believe that you needed to do a  
8 test flight in order to calibrate the computer. But, a  
9 test flight is not an operational check flight.

10 Q Understood.

11 A There is two, big differences, big  
12 differences.

13 Q Has Chuck or yourself been in communication  
14 with Calgan a lot of about manual concerns? I mean,  
15 have they brought that up a lot?

16 A Not a lot, but, it is a constant, they will,  
17 you know, trying to get something out of Beech is very  
18 difficult. They are trying to now get, get some  
19 engineering orders, not engineering orders per se, but  
20 from an engineering department of what they call their  
21 engineering orders for, on certain issues, that they  
22 want response back from Raytheon, but it is very  
23 difficult.

24 Q Raytheon is stonewalling or --

25 A Well, I don't know if you would call them

1 stonewalling or if you call them slow to get around to  
2 doing something. Stonewalling to me is they are just,  
3 they are, they are rejecting --

4 Q Okay.

5 A -- the idea of giving them information. But,  
6 no, I think it just takes them awhile to get around to  
7 it.

8 Q Now when you brought up the item of stall  
9 warning to Raytheon Aircraft, what was their response?

10 A Their response was good. They said, well, we  
11 are going to look into it, get engineering involved,  
12 and discuss the issue. They finally found the ground  
13 ops check after about three days, three or four days,  
14 they finally found it. It was in a GMM of the  
15 computer. But, their maintenance manual never  
16 referenced it. So, they put out a twiz, a revision  
17 immediately to all operators, 1900s, and put a  
18 temporary revision into the manual.

19 Q Okay. So they did respond.

20 A They did respond. There is no question that  
21 they responded. I think it is just, you know, and how  
22 responsive is responsive. How responsive do you want  
23 somebody? Yes, I would like it yesterday. What is  
24 excessive to me, I don't know what is excessive for a  
25 company that big.

1           Q     Okay. We had spoken briefly, yourself and I  
2     about the work cards for the detail checks. What is  
3     the history of that, I mean, is there any concerns with  
4     the work cards?

5           A     No. Not with what they have, what they don't  
6     have is more of a concern. I think they need to do  
7     more of them. I think they need to develop more work  
8     cards.

9           Q     Okay.

10          A     To, to develop a work card that fits Calgan.  
11     And I have, as a matter of fact, they actually agreed  
12     since the accident, they have agreed to hire a tech  
13     writer to work a little faster on getting those work  
14     cards.

15          Q     Are you talking about say breaking a card  
16     down into two separate cards or are you talking  
17     about --

18          A     Developing a card from the information from  
19     the maintenance manual.

20          Q     Okay.

21          A     To their own procedure.

22          Q     Okay.

23          A     Taking a procedure out of the Raytheon  
24     manual, and developing it into their own procedure.  
25     That way they can clarify it, they can improve on it.

1 Q Okay.

2 A And if there is any, if there is any  
3 confusion or unclarity, they can get the answer right  
4 away. Hey, well, we ran it to a work card, we ran it  
5 to a procedure, we are unclear, it is not this, what do  
6 we do to Raytheon?

7 Q Do you feel that the work cards that they  
8 have now follow the manual pretty well?

9 A I review all work cards and let me take that  
10 back, I don't know if they specifically follow the  
11 manual, but they follow Calgan's procedures. What  
12 Calgan wants to do.

13 Q Okay. But, doesn't, doesn't --

14 A Mmm?

15 Q But, doesn't that have to be brought off by  
16 the manufacturer as part of the detail --

17 A Brought off by me.

18 Q By you.

19 The manufacturer --

20 A If I approve it. The manufacturer,  
21 naturally, the manufacturer is a good reference, if  
22 they have an issue or question, hey, we want to know  
23 about this, but, if they want to deviate from that  
24 procedure, which they haven't done as well as I know  
25 today. I am just telling you what they can and cannot

1 do. They have not deviated from the manual as of  
2 today. They may have clarified it. They may have,  
3 they may have improved a step or added a step to  
4 improve the step. But --

5 Q But, have they taken anything away?

6 A Not that I know of.

7 Q Okay.

8 A Taking something away, we want to get  
9 together on that. If they want to deviate from a  
10 procedure, if they want to deviate from a process, they  
11 are going to have to show me some supporting  
12 documentation.

13 Q Okay.

14 A Either from the manufacturer, DER, or allow  
15 me to do it.

16 Q Okay. Do you have, do you do the acceptance  
17 of training manual updates?

18 A Yes.

19 Q Okay. And what concerns have you had about  
20 the training program?

21 A Well, the latest concern is that they lost  
22 their training, their trainer. So, they were going a  
23 period of time without a trainer. And the director of  
24 quality control started to pick that up.

25 Q Okay. I am sorry, what did the trainer train?

1 A I am sorry. The training program.

2 Q No, you said they lost their trainer.

3 A Their trainer quit.

4 Q Okay. But, what --

5 A The training personnel.

6 Q What was he teaching?

7 A He was teaching the curriculum out their  
8 training program.

9 Q For?

10 A For 1900s, 340s, whatever.

11 Q Okay.

12 A Whatever is in their training program.

13 Q Okay. Now were they -- go ahead, I am sorry.

14 A Which would involve their fan course, which  
15 is an eight hour fan course. And then they have their  
16 two week detail course that they go through.

17 Q Okay.

18 A Plus their indoctrination course, their  
19 initial indoctrination course, their GMM course.

20 Q Which is, how long is the in doc?

21 A The in doc, I believe is only eight hours.  
22 Their, their initial is only eight hours. And then  
23 they have a two, a 40 hour, they have a 40 hour systems  
24 course that they go through on each aircraft, depending  
25 on what aircraft the mechanics are working on.

1           Q     So when you say two weeks, that is including  
2 both of the SOB and the --

3           A     I believe without reviewing the manual, I  
4 would have to go back and get my manual again and  
5 review it, but I believe it is like 40 hours.

6           Q     Okay. How often do you review the mechanic  
7 training records?

8           A     My work program, I believe I have about two  
9 to three a year where I review training programs.

10          Q     Are they all kept in Manassas?

11          A     Yes, on computer.

12          Q     Okay.

13          A     It is fairly easy to --

14          Q     Any problems with the record accuracy?

15          A     There are none that we have found. Their ROI  
16 records were a little bit of shamble when I first, when  
17 I got here. Their OJT records, they have instituted a  
18 better way of doing OJT records. They are actually  
19 given each mechanic an OJT file, folder now. And as  
20 they complete a job, they sign them off. That was a  
21 recommendation that I had given to them some time ago.

22          Since the new director of quality control got here, he  
23 had found some discrepancies in the training, which he  
24 let me know about and wanted an opportunity to get  
25 those all in shape and up to speed again. I know

1 recently they have an internal audit from their safety  
2 department, where they uncovered some updated training  
3 issues. They came to me with that and I said, go fix  
4 it. That is your job. That is what your internal audit  
5 system is all about, if you find something, I said,  
6 fine, get it corrected. So, I have a pretty good  
7 reporte with the safety person, Dave Vance. You have  
8 probably met Dave. So, we, they don't hide nothing  
9 from me. They, well, at least not, they haven't that I  
10 don't know about. But, they have, Mike Calgan,  
11 himself, has already informed me that, Dale, we will  
12 not hide anything from you, anything that develops from  
13 these audits. These records, audits or the audit from  
14 the contractor, that they will come forward.

15 Q Okay.

16 A And I believe they will.

17 Q What about flight safety, do they do a  
18 training program for them?

19 A I think they hired just, I think because of  
20 the, trying to get a trainer rehired, which I believe  
21 they have already, I know they have hired a new  
22 trainer. They had contracted some training out in the  
23 flights safety. Whether that has taken place, it  
24 wasn't going to be October or November, I believe, when  
25 those contracts were going to come about.

1 Q Okay.

2 MR. CARBONE: Do you want to take a quick  
3 break?

4 MR. NELSON: How is everybody else?

5 MR. CARBONE: I am good.

6 MR. NELSON: Okay. Good.

7 BY MR. CARBONE:

8 Q What do you think of the quality assurance  
9 training that you have observed?

10 A Quality assurance training?

11 Q Yes.

12 A Of their RI inspectors or their inspector  
13 force?

14 Q Yes.

15 A I have nothing negative to say about it.

16 Q Okay.

17 A Could it be improved upon? Yes, most  
18 definitely, all the programs.

19 Q Any suggestions?

20 A Mmm?

21 Q Any suggestions?

22 A Nothing off the top of my head right now, no.

23 Q During the interviews I conducted in Hyannis,  
24 the mechanic said that they skipped steps in the --

25 A That is what my understanding is.

1 Q -- replacement of the actuators.

2 A Correct.

3 Q Is this a concern of yours?

4 A It is a concern that they bypassed a step in  
5 the maintenance manual, something that needs to be  
6 addressed.

7 Q Have you noticed problems like this before?

8 A No.

9 Q Or issues like this before.

10 A No.

11 Q When we were talking to the mechanic he had  
12 said that this was the way he was trained to do it, to  
13 do an actuator change, he was trained to do that.

14 A It could have been. I mean, I, I don't know.  
15 I do know that there are operators out there that do  
16 the same thing, 1900 operators, that do not remove the  
17 elevator to replace actuators, because I think they  
18 feel that it is just to gain access. I believe from my  
19 understanding unless there is something I don't know,  
20 that the actuators were replaced properly. So, the  
21 actuator replacement was done correctly. The fact that  
22 he missed, he bypassed, purposely bypassed a step, is  
23 one other reason why I feel they need to develop their  
24 own work card.

25 Q Okay.

1           A     I feel if they would look at the work, at a  
2     company work card that is giving them direction, and if  
3     it says remove that elevator, that those guys are going  
4     remove that elevator. It is not uncommon to bypass a  
5     step to complete a step. Is it correct? No. No.  
6     Without getting some kind of an approval.

7           Q     Do you feel that Calgan motivates its  
8     employees to do things like that?

9           A     To bypass steps? Motivates them to bypass  
10    steps, no. No, I personally do not believe that.

11          Q     Okay.

12                  MR. CARBONE: Why don't we take a break now,  
13    because I am going to pass it to Bill in about five  
14    seconds.

15                         (Whereupon, a short recess was taken.)

16                  MR. CARBONE: Okay. All right, thank you,  
17    Dale, I am going to pass this to Bill Bramble.

18                                 EXAMINATION BY MR. BRAMBLE:

19          Q     All right. -- talked specifically about  
20    Calgan, I am curious, do you know of any changes at the  
21    company as far as elevator cable inspection or rigging  
22    that they made as a result of the Charlotte accident?

23          A     I do believe there has been a couple of  
24    changes on routing procedures because of the Charlotte  
25    accident, but it was, it was minor as far as putting

1 this, because of the steps in the manual were in  
2 different sections and I think they have just made it a  
3 little clearer it all. But, actual changes to their  
4 procedures, I don't believe there were any alterations  
5 to those procedures or any deviations from the  
6 procedures. It was a matter of making everything flow  
7 a little easier.

8 Q And that was in respect to the rigging  
9 procedure, itself?

10 A I am not clear.

11 Q Okay.

12 A On exactly what it was.

13 Q With respect to having changes made to the  
14 general maintenance manual, can you give us an example  
15 of a change that they have made in response to your  
16 input on that?

17 A Well, Revision 17 was a change in  
18 organizational structure, where because they lost their  
19 maintenance trainer, that the director of quality  
20 control was taking over that responsibility. That was  
21 one of the changes. Another change was giving the VP  
22 of Maintenance a little bit more authorization as far  
23 as decision making. I can't, I don't verbatim what  
24 each change was. I would have to go back to the GMM.

25 Q Okay. How long has it been since they lost

1 their trainer?

2 A I would say it has been a couple of months,  
3 anyway, three months, maybe, approximately.

4 Q And they have changed their organizational,  
5 their individual managerial responsibilities so that  
6 someone is picking up those duties?

7 A Correct, which was the VP of Quality Control  
8 or Bob Morehead, Director of Quality Control, not VP  
9 but Director of Quality Control, Bob Morehead.

10 Q Is that a permanent change or a temporary  
11 change?

12 A Well, it was going to be temporary, they just  
13 recently hired a new trainer. So, once he gets  
14 onboard, he gets trained and he can assume those  
15 responsibilities again. I am assuming it may change  
16 again.

17 Q Okay.

18 A But, the Director of Quality Control will  
19 always keep responsibility as head of training. He  
20 will always been under the direction of the Director of  
21 Quality Control, at least that is what was in the past  
22 and I am assuming that is the way they are going to  
23 keep it.

24 Q Does the trainer have any involvement in the  
25 OJT, either scheduling of OJT or supervision of OJT?

1           A     OJT is, is on computer and it comes up at  
2 regular intervals. OJT training, that they have a  
3 training jacket, each mechanic has a training jacket,  
4 when he is given an assignment on the floor. He  
5 performs that particular function and then gets it  
6 signed off.

7           Q     Is there any OJT recurrent training or any  
8 kind of recurrent training as part of their program?

9           A     Not recurrent for OJT, I don't believe. They  
10 always go through some kind of OJT recurrent training.

11          Again, that is all called out in, any requirements for  
12 that is called out in their training manual. And I  
13 would have to go through their training manual again.

14          Q     Okay. No recurrent for OJT and --

15          A     Not that I am aware of.

16          Q     Okay. Unless it is in the manual and maybe  
17 some --

18          A     Right, unless it is classroom recurrent.

19          Q     They do have classroom recurrent.

20          A     I believe so, yes.

21          Q     Okay.

22          A     Maybe because of a system, maybe a systems  
23 class, that they haven't in the past or --

24          Q     Okay. So, when a new mechanic shows up, what  
25 is the training flow and how is it spaced out?

1           A     I would have to review.  First, they have to  
2 go through an In doc.

3           Q     Okay.

4           A     Their In doc is basically the history of  
5 coding.  Their paperwork flow.  The GMM flow is their In  
6 doc.

7           Q     You mean after In doc, then they go --

8           A     Then they are scheduled for their systems,  
9 their level one and then their level two.

10          Q     They have level one and level two.

11          A     Yes.  Level one is an eight hour course,  
12 their level two, I believe, is, I believe is a 40 hour  
13 course.

14          Q     And those are not necessarily all given right  
15 next to each other, they can be spaced out.

16          A     No, no, I believe their schedule is six to 12  
17 months.  They have that interim in there that they,  
18 that it takes for them to go through this.

19          Q     And the 40 hour course could be spread out  
20 throughout the time, too, like a day here and a day  
21 there?

22          A     No, I don't believe so.  I believe the 40  
23 hour course, unless there is a need, I am assuming that  
24 if there is a need, any time they are going to deviate  
25 from that manual, they are going to let me know.

1 Q Okay.

2 A Or they should let me know. We need to  
3 deviate from our procedure because of our work load  
4 problem or whatever. Now because of the, when they  
5 lost their trainer, naturally they were starting to get  
6 a little bit behind, so they requested that they  
7 deviate, that we could deviate, and I said, I don't  
8 have a problem as long as you are still attempting,  
9 that someone will be picking the training up and that  
10 you are still looking for a trainer.

11 Q Do you know if that impacted the training at  
12 Hyannis?

13 A I do not know.

14 Q So they lost their trainer and he was  
15 providing those courses, did you have any concerns that  
16 might affect the training of their new mechanics that  
17 they brought onboard at that time period, in the last  
18 few --

19 A No, I had no concerns because Bob Morehead  
20 is, has the qualifications and has the experience that  
21 he could go through that training.

22 Q And he was picking up all the required  
23 training courses?

24 A Right. I think they actually had Kevin  
25 Gonzales scheduled to fill in for a little bit of that

1 training as well. And Kevin, I don't think you can find  
2 a more qualified person.

3 Q Okay. So they didn't actually miss any of  
4 these scheduled training courses?

5 A I don't know if they did. I do know there  
6 was an issue during the internal audit where there was  
7 some training files that were getting behind. This was  
8 part of the internal finding from the safety department  
9 that we discussed a little bit earlier. That I was  
10 approached on and says here what, we found this and I  
11 said, now I would like to see the system work. The  
12 internal auditing, you do your auditing, you give your  
13 results to maintenance personnel and we will hope that  
14 we can get a responsive and a proactive approach to  
15 your discrepancies and see how they approach it.

16 Q And what did they do to retrofy those  
17 problems about the training being updated for some  
18 people?

19 A Well, their records, you know, their system  
20 was approached, they knew they had it and hopefully  
21 they are going back. I have not been out there to see  
22 the result because this is, just happened here within  
23 the last month or two and ever since the accident, it  
24 occurred, well, I have been busy doing other things.

25 Q Was the audit --

1 A I haven't been able to.

2 Q Was the audit before that accident or after?

3 A Yes, before the accident.

4 Q Okay. How long ago?

5 A I would say a couple of months.

6 Q A couple of months before the accident or  
7 before now?

8 A Before the accident.

9 Q Okay.

10 A A month before, maybe.

11 Q And the problem was that the training had  
12 been done but the records weren't reflecting the  
13 training had been accomplished?

14 A The training was getting behind.

15 Q Okay.

16 A From what I was informed of, the training was  
17 starting to get a little bit behind, so, this is what  
18 they needed to notify. They did an internal audit of  
19 the training records, and I believe they were finding  
20 some deficiencies in the upcoming. And my  
21 understanding talking to the director, when I  
22 approached the director of quality control or the  
23 manager of quality control, QC, they hadn't been quite  
24 over yet, but they were getting damn close.

25 Q They hadn't been over --

1           A     There hadn't been, there had been maybe one  
2     or two that had overlapped, and their training was  
3     behind.

4           Q     One or two mechanics?

5           A     One or two of the employees, yes.

6           Q     Okay.

7           A     But, they were retrofying that and they were  
8     going to deal with that issue.

9           Q     Do you know where those employees were based?

10          A     No, I don't.

11          Q     Okay. And that was the scope of the whole  
12     issue, was two employees were behind on their training?

13          A     I believe it was two and don't quote me on  
14     that number. I believe there was a couple of mechanics  
15     that were behind. I gave them the opportunity to  
16     correct the deficiencies inside the company. That is  
17     the purpose of an internal audit, is to discover  
18     situations and if there is anything regulatory,  
19     naturally, they need to come to me with it.

20          Q     Okay. In terms of your surveillance  
21     strategy, how do you divide a portion of your time, the  
22     different types of surveillance activities of Calgan?

23          A     Well, naturally, you know, I don't know if  
24     you know, but once a year we have a national work  
25     program that comes out. Okay. The national work

1 program we schedule our year's surveillance activities  
2 by our national work program.

3 Q And are there certain activities that you are  
4 required to perform --

5 A Yes, we have, naturally we have all items,  
6 required items that we are required to do and we have  
7 every day items that we have addition to planned items.

8 Q What proportion of your inspections would you  
9 say are actually required by the work program and what  
10 proportion, is like 30 percent of your inspections you  
11 have to do to meet those requirements?

12 A Oh, I would say, yeah, I would say 20 to 30  
13 percent are required and 70, 80 percent is planned.

14 Q So for those planned items, how do you, what  
15 kind of strategy do you use in terms of making the best  
16 use of that time that you have available?

17 A Well, we schedule dates for the whole year.  
18 So many for each month. Divide them out over a 12  
19 month period, fiscal year. As a matter of fact, we  
20 are ready to redo our new work program this month. So,  
21 we are going to get ready and with the new set program  
22 that just came out, where we review our, we can develop  
23 our R items now, actually, basically, as well.

24 Q And each inspection, when you come in, you do  
25 a range of things. It is not like an inspection that

1 it is just going to be a paperwork inspection or just  
2 going to be a ramp inspection. You can --

3 A It could be, because they are broke down into  
4 ramp inspections, records, facilities, fuel, in routes,  
5 they are broke down that way. So, throughout the year  
6 we schedule accordingly to do so many records per  
7 month, so many ramps per month, so many, whatever that  
8 program involves for that year.

9 Q Okay. And then how do you, how do you spread  
10 those inspections out?

11 A We are just going to say we, like I said, we  
12 have, we put dates, the national work program if you  
13 saw it, it has a list of items and we schedule those  
14 out. Now those are proposed. What I was going to say,  
15 they are proposed dates, we try to stick as close to  
16 those dates as possible.

17 Q Right.

18 A Unfortunately, it is almost impossible to,  
19 because things come up during the year, training, I  
20 mean, vacations, sick, sick one day. So, it is  
21 difficult to stick to them, but, we still get them done  
22 through that year.

23 Q How about geographically, how do you decide  
24 how many items, how many inspections?

25 A I don't, that is up to the geographic office.

1       They have their own work program.

2           Q     Okay. So, you are not --

3           A     That is the way they ordered. I don't direct  
4     the geographic on what their program is. That is out  
5     of my job. Unless I have a specific reason that I want  
6     them to do a specific job, that is above and beyond  
7     their program.

8           Q     And what proportion of the inspections at  
9     the, at these other maintenance facilities like Hyannis  
10    are, what is the other major facility? Albany.

11          A     Albany.

12          Q     What proportion of the inspections that are  
13    done there are handled by the geographic inspectors as  
14    opposed to expected to be handled by the --

15          A     I don't know, I don't know, I don't know what  
16    the geographic program looks like. I don't get, they  
17    have basically the same thing we do. For each station,  
18    they do so many visits, so many records, so many spots,  
19    so many ramps, so many whatever. They develop their  
20    own geographic work plan throughout the year.

21          Q     Okay. But, that, but the inspection, the  
22    surveillance of those stations is kind of their  
23    responsibility more so as far as --

24          A     If it is in their geographic area, they have  
25    certain responsibilities for a specific airport, I

1 would say. And if Calgan has a facility on there, then  
2 they will use that facility. If they, but, if they  
3 find any discrepancies they automatically notify me.

4 Q Okay.

5 A Either by e-mail or SPAS or give me a phone  
6 call.

7 Q And what is the expectation on you, placed on  
8 you as far as you going down to those facilities? Is  
9 it expected that you will visit them once a year?

10 A Or more often.

11 Q Okay.

12 A Depending on issues, the need, what  
13 geographic inspectors have been telling me. The last  
14 SPAS, PTRS I got from Boston office was their stockroom  
15 was starting to look a little cluttered. They are  
16 letting me know what their findings are.

17 Q Right. And then when you actually perform  
18 an inspection at one of these facilities, do you notify  
19 anybody in advance of the company or just show up?

20 A Oh, it depends. The one time I did go, we  
21 took a road trip because we wanted to meet the FSDO.  
22 We wanted to meet the geographic inspectors. We wanted  
23 to visit the facilities. So, they knew we were coming  
24 in this one, this time, this one time that we did visit  
25 the two, those two facilities and they knew myself and

1 which was an acting PAI at the time, we did a road  
2 trip, stopped in at the FSDO, introduced ourselves,  
3 talked to the geographic unit supervisor, talked to the  
4 geographic inspectors. They accompanied us out to the  
5 facility. We met the players, looked at the facility  
6 over, did a few, couple of inspections, records that  
7 were there, stock room that were there. And then we  
8 drove on down to Hyannis and did the same thing. This  
9 was sort of a road trip to get familiar with the people  
10 and the facilities.

11 Q In your responsibilities as PMI, are you  
12 responsible for any duties besides from overseeing  
13 Calgan or Calgan's airworthiness?

14 A We all have access standby once a year or  
15 twice a year. We have office duty couple of times a  
16 month. I mean, other than, do I have any other  
17 operators, no.

18 Q Okay. And what portion of your time would you  
19 say those other responsibilities take up of your --

20 A Oh, man, we can get into a big discussion  
21 over that. No, we have a lot of, I mean, there is a  
22 lot of time spent behind the desk, naturally. We have  
23 e-mail we have to review. We have the new LDR.

24 MR. WEST: Let me clear that question up. Is  
25 that question asked about his overall responsibilities

1 as opposed to his responsibilities with Calgan?

2 MR. BRAMBLE: Yes.

3 MR. WEST: In other words, you want to know  
4 if he does accidents, he does accident duty once a  
5 year?

6 MR. BRAMBLE: Right.

7 MR. WEST: Obviously you can't put a  
8 consistent time amount that he spends on that. It  
9 would all depend on whether or not he gets hit with an  
10 accident, for instance. Office duty is just answering  
11 questions on a particular day that he stands duty.

12 MR. NELSON: I stay in the office that day.

13 MR. WEST: As far as an overall proportion of  
14 time that, I think would be a very difficult thing.

15 MR. NELSON: Well, it is, but what do you say,  
16 like the two accidents in Leesburg, I was on both of  
17 those. I got hit for both of them. So, a large of  
18 percentage of my time were on those two accidents.

19 BY MR. BRAMBLE:

20 Q When did those occur, which accidents in  
21 Leesburg?

22 A You know, the, the Moonie and the TBM ran  
23 into a house and one fell short, the Moonie that fell  
24 short. I mean, those were, those took me, you know, a  
25 good week at a time, both of those, so --

1 MR. WEST: That is why they like to see a --

2 MR. NELSON: Yeah. That was the best part of  
3 my job, that is the job I have always enjoyed the most.

4 BY MR. BRAMBLE:

5 Q So, in the last year, say the year before the  
6 accident, you say, is there like a percentage of days  
7 that you could say were available to you to provide  
8 surveillance to Calgan as opposed to conditional  
9 duties? Are we talking like 75 percent you could do  
10 PMI duties and --

11 A That is a good rough. Again, that is a good  
12 rough, I guess, 75 percent. I just got back from SAAB  
13 training, two weeks of SAAB training. That took me out  
14 of the office for two weeks right there.

15 Q Okay.

16 A Three days in Atlanta for training, pop up  
17 training for the PMI set program, ATOSS.

18 MR. WEST: At least all of those are  
19 designated to his PMI position.

20 MR. BRAMBLE: Right, so they are actually  
21 included as part of his PMI responsibilities.

22 MR. WEST: That is correct.

23 MR. NELSON: Most of them, yes.

24 BY MR. BRAMBLE:

25 Q Okay. You mentioned that there were some

1 paperwork clarity issues that you had spoken with Vic,  
2 the operator, about and that that was probably one of  
3 the biggest challenges.

4 A Oh, it wasn't one of the biggest challenges,  
5 no, it was just another issue that, day to day issue  
6 that you run into with an operator.

7 Q You run into those frequent?

8 A Yes, you are always reviewing a lot of non  
9 routines, a lot of paperwork, a lot of packages. And  
10 you are always running into clarity issues be clear,  
11 being complete, and you can never be, you can never be  
12 complete enough, I guess, with paperwork with  
13 discrepancies or corrective actions. It is always a,  
14 you know, it is always a big fight, don't be afraid to  
15 write, write down a full, nice, good explanation of  
16 what you did, how you did it, that type of thing. So,  
17 it is just those constant, getting them to get on a  
18 higher level.

19 Q And is it, is it maintenance manual stuff or  
20 GMM stuff or work or is it all of the above, which --

21 A It is all of the above. It is performing a  
22 job that, it could be a scheduled task and then the  
23 corrective action on what you did. Good references,  
24 good complete references.

25 Q In the final sign off?

1           A     In the final sign off. That type of stuff.  
2           That is an ongoing battle with, I think that is true  
3           with all operators, trying to get them to be complete,  
4           concise, and clear.

5           Q     And what kinds of negative consequences do  
6           you view as a potential problem where there, when there  
7           are problems like that, problems with clarity and  
8           paperwork?

9           A     What kind of negative --

10          Q     What kind of potential problems to resolve?

11          A     Potential problems? Not understanding what  
12          the mechanic did. If an issue ever came up, what did  
13          you do to this airplane? And these always stem from  
14          what could happen to an airplane. Clarity, making sure  
15          we understood exactly what you did on that airplane at  
16          that particular time. The regulations require a  
17          description of the work performed. Well, what is a  
18          description? It is sort of one of those areas where  
19          you need to instill in them the importance of complete  
20          descriptions and what is complete. We have to go one  
21          step further.

22          Q     Right. And as far as the maintenance manual  
23          and the work cards, is Calgan currently using the  
24          manufacturers' version or how much have they revised  
25          that to suit their own needs?

1           A     They are authorized to use the Beech 1900  
2 maintenance manual. That is on their op specs. Okay.  
3 They are authorized to use that.

4           Q     Right.

5           A     An operator, 121 operator, has to develop  
6 their program, their own program, that is how they are  
7 using that information and those manuals. Now, their  
8 work cards, they are slowly trying to develop their own  
9 program through the use of the maintenance manuals and  
10 eventually, hopefully, one day, they will have a  
11 complete program of work cards derived from the  
12 manufacturers manual.

13          Q     And what kinds of changes would you like to  
14 see them make in the work cards?

15          A     Not necessarily changes. They may be, you  
16 know, a lot of them may be okay. I just feel it is  
17 easier for them, it is more of a convenience for them  
18 if they don't have to worry about maintenance manuals  
19 on the floor, dirtying maintenance manuals. They don't  
20 have to worry about information that they don't  
21 understand because they reviewed that information, they  
22 have put it in their own writing. Those work cards are  
23 basically developed from the mechanics on the floor.  
24 Here is the instructions in the book, here is how we  
25 interpret those instructions.

1           Q     So the purpose of the revisions would to make  
2 the work cards more useable for the mechanics.

3           A     More user friendly, sure.

4           Q     Okay.

5           A     And play down, in situations like this, they  
6 are going to be, they are going to be a lot clearer.  
7 And they are going to put into their procedures what  
8 they feel needs to be in those.

9           Q     Do you know if they are using any guidelines  
10 for designing their, redesigning their work cards,  
11 doing feasibility?

12          A     Guidelines to enhance, I don't understand.

13          Q     Any guidelines for work card design? The  
14 FAA, for instance, has put out some guidelines for work  
15 card develop design as a result of some Human Factors  
16 research.

17          A     No. As a matter of fact, I wasn't even there  
18 then.

19               MR. WEST: Do we, are there any advisory  
20 circulars that --

21               MR. NELSON: Not that I am aware of.

22               MR. WEST: Okay.

23               MR. NELSON: Now that you mention it, I would  
24 like to find out where --

25               MR. WEST: How about inspector handbook, does

1       it give you guidelines towards helping the operator  
2       develop that kind of --

3               MR. NELSON: No.

4               MR. WEST: Okay.

5               MR. NELSON: That is up to an operator,  
6       because that is up to a carrier, how he writes his,  
7       now, if there is guidance, guidance that may help them  
8       develop a work card or give them some insight on I  
9       would like to see that myself.

10              MR. BRAMBLE: Yeah, yeah, it is certainly not  
11       required as far as I know either.

12              MR. NELSON: No.

13              BY MR. BRAMBLE:

14              Q     I was just wondering if you are aware --

15              A     Yeah, but, I am not. And I would like to be,  
16       because it may help them developing. Like I said, they  
17       have got it approved to hire a tech writer, to develop  
18       these work cards.

19              Q     Yeah, I think --

20              A     But, it is up to the operator on how he feels  
21       he wants to develop his own. They have a system, they  
22       have had a system that, of developing a template, so to  
23       speak of developing work cards, but no guidelines on  
24       how to develop one.

25              Q     Okay. Do you know if Calgan has a

1 maintenance ASAP program or any kind of maintenance  
2 error reporting or investigation program?

3 A We just, we have been approaching Calgan with  
4 the ASAP process for some time. Just yesterday we  
5 announced it own Tuesday morning meeting that Calgan  
6 has the go ahead to develop an ASAP program, which for  
7 an operator of that size, is going to be a positive.  
8 This was an informal, what they told us, this was  
9 informal. I said, write me an e-mail, write me a  
10 little note, something, where you, guys, have had the  
11 approval to do that. And I will put it into my next  
12 week's newsletter and let the world know.

13 Q Can you describe for us their CAS program and  
14 what it involves?

15 A Want to get their manual? Because that is  
16 what I have to go to, to describe their CAS program.  
17 They have an audit and analysis. We have, we have a  
18 monthly CAS meeting, where they, I mean, what do you  
19 want me to describe, I guess, how, is it working? Are  
20 they following it?

21 Q Sort of generally what components does it  
22 have as an audit?

23 A Well, it has an audit and analysis and a  
24 surveillance, it has the components of a CAS program.  
25 Like I said, we, the last week of the month we have a

1 CAS meeting, where we sit down and look at the  
2 performance of the company. They put out a nice  
3 presentation with graphed charts on, on delays, on  
4 mechanical interruptions, on deferrals and any problem  
5 areas that they, that may come about and if there is  
6 any systemic problems then they note those and they  
7 give it to a panel who looks into it. That comes once  
8 a month.

9 The CAS Program is fairly well developed for  
10 the size of operation that they have. They don't have  
11 a reliability and approved reliability program. They  
12 do what they consider to have is a reliability program,  
13 but, not an approved reliability program.

14 Q And they had a CAS program since you became  
15 the PMI?

16 A Yes.

17 Q So, when you started there they already had  
18 one.

19 A Correct. We actually did a first EPI on  
20 their CAS program to the new ATOS guidelines. And  
21 naturally they weren't complete, but yet they are not  
22 suppose to be. They are not developed big enough yet.  
23 They are not a big enough organization. So, they,  
24 they are not United, Continental or Delta, or the top  
25 10. So, but, they have what is considered a fairly

1 good CAS program.

2 Q Do you know if they are basing their CAS  
3 program on the advisory circular that came out in April  
4 of this year?

5 A They have developed their CAS program on the  
6 ATOS concept.

7 Q Okay.

8 A Again, you have got to understand the level  
9 of the third versus the ATOS level. They won't be an  
10 ATOS carrier until probably another three or four  
11 years. That segment, of where Calgan is, is on, they  
12 consider that like stage four or five or small carrier  
13 with that.

14 Q Okay.

15 A ACA, I think is going to be in stage two or  
16 three, and look at how big ACA is.

17 Q Yes.

18 Have there been any significant changes in  
19 the work force, the mechanic work force at Calgan since  
20 you started out?

21 A Yeah, they had, well, not significant  
22 according to them, but after 9/11 they downsized a  
23 little bit because of the economy. They weren't sure  
24 about the economy. They got rid of about seven  
25 personnel, according to Calgan, though, those personnel

1 were like their mechanic helpers. I do know they let  
2 their one auditor go at that same time. Now, you know,  
3 for what reason, I don't know. But, since then they  
4 have had an act of hiring, an act of hiring going on.  
5 They have added a couple more people to the outside  
6 stations, like in Hyannis and Albany, a new inspector.  
7 They are hiring a, they are looking for a new auditor  
8 now. So, they are coming back up. We just added a  
9 new aircraft to the fleet yesterday. They have a  
10 couple more coming. So, I think they are on their way  
11 back up again.

12 Q And I didn't completely follow the discussion  
13 earlier, what proportion of their work force, of their  
14 maintenance is done by contract, contracted mechanics  
15 as opposed to in-house employees?

16 A Tell you what, the only contract maintenance  
17 they have is on their line station, contract and on  
18 call. So, any time an aircraft goes into a line  
19 station, if there is any discrepancies, then they will  
20 call the contract maintenance person or an on call  
21 maintenance person. That is handled directly through  
22 maintenance control.

23 Q Okay. And the main facility is the three  
24 maintenance facilities are all in house.

25 A Correct. Right.

1 Q Okay.

2 MR. WEST: Would it be fair to characterize  
3 the work that the stations do, for the contract  
4 mechanics, as non routine items?

5 MR. NELSON: Non routine.

6 MR. WEST: Okay. As opposed to routine items  
7 which are --

8 MR. NELSON: Scheduled.

9 MR. WEST: -- maintenance basis.

10 BY MR. BRAMBLE

11 Q How do you think the changes in the  
12 management structure, the organizational changes have  
13 affected their maintenance operations?

14 A I think it has improved their maintenance  
15 operation considerably. New ideas, there has been, the  
16 VP of Maintenance and Quality Control, Dave  
17 Fitzpatrick, which you may have met, may or may not  
18 have met, has some good ideas. His philosophy is  
19 constant improvement. Again, you have a whole new  
20 regime, they are trying to get, they are trying to  
21 understand the system that, the existing system and  
22 then naturally they would like to see different systems  
23 because that is what they are accustomed to and that is  
24 what they think will work better. It is one reason why  
25 they have the record, records auditors in there now, to

1 find an easier and better way of doing things. We have  
2 some proposed changes in a lot of their procedures in  
3 the works now, which I think are good.

4 Q Do you know what prompted the change in the  
5 management structure?

6 A No.

7 Q Okay.

8 A Like I said, one gentleman, the Director of  
9 Quality Control, he got a job in Washington, FAA. He  
10 steps in as a 14 right off the bat. That is pretty  
11 good.

12 Let's see the, the manager of quality control  
13 went back to Michigan. He is going back to, I said, I  
14 going back home, because he just felt he wanted to get  
15 back closer to his family.

16 Q So it is more a matter of just hiring people  
17 to replace people that have left rather than sort of a  
18 reorganization of their whole management structure?

19 A Correct. There was no reorganization of  
20 their whole management structure for any specific  
21 reason. Their director of maintenance, Kevin Gonzales  
22 was their prior director of maintenance. He felt more  
23 comfortable on the floor, that was his decision. I  
24 feel more comfortable on the floor. I think I can do  
25 more good on the floor than I can, he wasn't, in his

1 opinion and we had discussions on this, that he wasn't  
2 good with paperwork. He felt he was better with the  
3 hands on type, get on the floor, work, so that was he,  
4 he is still that very, very valuable asset to the  
5 company.

6 Q And can you give me an example of any other  
7 improvements that have resulted from the changes? You  
8 said there were new ideas or --

9 A We have a lot of new ideas proposed. A lot  
10 of isn't the philosophy of their work. It is hard to  
11 give you specifics. I am trying to think of some  
12 things that might have come about.

13 I can't off the top of my head, get into  
14 specifics, I can't think of anything that was, other  
15 than just your, you know, constant review of your GMM  
16 to change a little bit here, a little bit there, change  
17 the paperwork flow, you know, a little heavier  
18 importance on developing more work cards. They are  
19 still in the process of looking at different ways. We  
20 have a lot of ideas that we have talked about non  
21 reprehensive. But, new ideas to improve the flow of  
22 work and things like that. Adding people in different  
23 stations, that type of thing.

24 Q Okay. Just two more questions.

25 A Sure.

1           Q     One is what is your biggest challenge as PMI  
2 for Calgan as far as --

3           A     The biggest challenge for me is to make them  
4 a mature 121, a more mature 121 operator, air carrier.  
5 And I think that is the same challenge that every  
6 commuter airline principal has, is to get them to the,  
7 be the safest operator in the nation. That is my  
8 biggest challenge.

9           Q     And that actually makes me want to ask you  
10 just one more. As far as the size of this carrier  
11 relative to other regional carriers, would you consider  
12 them sort of a small, medium or large?

13          A     I think they are probably medium. They are  
14 up to, by the end of this year they are going to be up  
15 to 28 aircraft. And I think that is probably medium  
16 for a commuter. Not for an airline, but for a commuter  
17 airline.

18          Q     Okay. And last question I have is can you  
19 think of anything else that could help us as far trying  
20 to understand the cause of this accident?

21          A     Help you understand the cause? No, I think  
22 everything is pretty much out in the open now. I  
23 think, like I explained earlier, I think you can see  
24 the chain of events that led up to it from the get go,  
25 replacing the actuators. And I don't believe it was

1 because they didn't remove the elevator. I believe it  
2 was because there was some confusion in the maintenance  
3 manual about the dash number actuators. Which ones to  
4 use. I understand they called Raytheon that night and  
5 their help desk and they informed Calgan to use a  
6 specific dash number. They weren't comfortable with  
7 that, so they waited until the next day and they talked  
8 to engineering and engineering told them to use a  
9 different actuator.

10 I think the Raytheon, the maintenance manual  
11 was, could have been a lot clearer and may have  
12 diverted this accident, because initially that is what  
13 caused cable to go bad, I mean, the actuator was the  
14 wrong dash number actuator on there, which caused the  
15 elevator to be kinked, run away and be kinked. So, now  
16 they have got to replace the cable. And it snowballed  
17 from there.

18 Q And just to follow up on that. What, what  
19 kind of changes would you like to see happen in order  
20 to prevent problems like that in the future?

21 A Well, the biggest change, not counting  
22 Raytheon, I think that is where the biggest change,  
23 that Raytheon review their manuals for clarity,  
24 understanding and more, but, also that, well, I think  
25 that is about it. I think that is where it stems.

1       What changes I would like to see from Calgan?  Nothing  
2       more than what is developing right now.  Getting your  
3       own work cards, developing your own work cards, making  
4       sure they are complete.  And because the manufacturer  
5       doesn't maintain these airplanes.  They don't, they know  
6       how it was built, but they don't maintain these  
7       aircrafts.  They don't know the day to day workings or  
8       the mechanics who are working on them.  And I feel if  
9       the operator develops their own program more, that is  
10      going to help tremendously.

11               MR. BRAMBLE:  That is all I have.

12               MR. CARBONE:  Eric?

13               MR. WEST:  Before I begin, I would like to  
14      ask Steve, has the NTSB queried any other operators,  
15      1900 operators in the changing of that cable?  I might  
16      suggest that, because I don't believe it has ever been  
17      done.

18               MR. CARBONE:  I, because we have discussed  
19      that before and that was one --

20               MR. WEST:  Yes.

21               MR. CARBONE:  -- intentions to do that.

22               MR. WEST:  Obviously it is a very difficult  
23      thing to do and with the, given the maintenance manual  
24      situation, it is possible that confusion, nobody else  
25      has mentioned it before.

1           MR. BRAMBLE: Can I interject here? We could  
2 probably talk about this off line. But, as far as the  
3 transcribing of the interview.

4           MR. WEST: Okay.

5                           EXAMINATION BY MR. WEST:

6           Q     Dale, Bill mentioned the size of the  
7 operator, and asked you if it was, what did you see as  
8 its size and you said medium. A mid-size type  
9 operation. Are you adequately staffed here at the FSDO  
10 in your mind as well as in the outlying areas,  
11 geographically?

12          A     Geographically, I think we are good.  
13 Internally, now that they have grown to the size that  
14 they are, and the complexity since I have been into  
15 this position, I feel I desperately can use additional  
16 help in the maintenance.

17          Q     Would that be an assistant?

18          A     That would be an assistant.

19          Q     All right. Currently you don't have one.

20          A     No, currently I am using a new employee, who  
21 just graduated from school, a very sharp individual,  
22 and he has been assigned to me as a trainer, or  
23 trainee. And he and has already, I can already see, he  
24 is out there now doing records for me. He is out there  
25 now doing records. I can see the additional

1 surveillance that we could be doing once I have, let's  
2 me, relieves me up to do the day to day behind the desk  
3 as we discussed earlier, and still have things going on  
4 out there. Yes, I definitely feel an assistant would  
5 be a big plus.

6 Q I would like to go back to your PMI training  
7 question that the NTSB asked you. Could you describe  
8 to us the amount of time that you spend in doc?

9 A Well, okay, we are going back to the  
10 beginning of --

11 Q The beginning, right. Other than your vast  
12 amount of experience you had.

13 A Right, when you join the FAA, you  
14 automatically go through a five month indoctrination  
15 into our job, into FAA procedures and policies. And we  
16 go through accident investigation. We go through  
17 enforcement compliance. We go through our regulations.  
18 We go through our, our inspector conduct. And all the  
19 jobs related to our job. And from then on we are  
20 constantly going back to school. I can give you a  
21 copy, I think I still have it on my desk, of all the  
22 training classes I have been to in the last 16 years.  
23 And believe me, two to three times a year, we are back  
24 in Oklahoma City, going to a course.

25 Q Do you have a formal OJT training here at the

1 FSDO?

2 A Yes. I don't, because I am not OJT. I am not  
3 on the job anymore.

4 Q Right.

5 A But, new employees who come in, have a formal  
6 OJT jacket training that they, we have to complete,  
7 along with, thanks for reminding me, along with our  
8 indoctrination at Oklahoma City.

9 Q Did you have to do that same type of training  
10 in Las Vegas?

11 A Yes.

12 Q Okay.

13 A That has to be completed before we can be  
14 considered or before we get our credentials. At least  
15 that is the way it used to, I don't think it is  
16 anymore. That is an off the record.

17 Q We mentioned, I think that was mentioned that  
18 you can call upon the geographic inspectors to do  
19 specific inspections, is that correct?

20 A Correct. Any time I feel the need I just get  
21 on the phone with them, I write them e-mails. I like  
22 to do it more of a one on one on the phone, just to say  
23 hi to them. See how things are going, get their  
24 opinions on things. And then if I need any additional  
25 surveillance, which I have done in the past, I emailed

1 all the geographic people. We have a newsletter that  
2 comes out quarterly. If I feel there is any  
3 significant or specific area that need attention, then  
4 I will put that into my quarterly newsletter.  
5 Geographic, all the geographic offices out there. By  
6 the way here is an area of concern, look at these  
7 specific areas for me, it could be on ground handling,  
8 it could be even though ground handling isn't an  
9 airworthiness function, we work closely together, so if  
10 there is any issues that I have on ground handling,  
11 then, POI says sure, knock yourself out.

12 Q Can you provide us a copy of one of those?

13 A Yeah, yeah, I can get you our latest.

14 Q Okay. Great.

15 A I don't know what concerns are on there this  
16 quarter, but, if anything does come up, we have had,  
17 let them know about new aircraft, how many, it is just  
18 a newsletter. It is just a basic here is Calgan, here  
19 is a management group, here is how you can get ahold of  
20 us, here is the players. I don't know if you are read  
21 or seen an air carrier newsletter in the past, but that  
22 is basically what it is.

23 Q I believe that both NTSB guys know what PTRS  
24 is. It is a tracking system that the inspectors use.

25 A Correct, yes.

1           Q     Other than PTRS and the emails that we  
2 mentioned, you also mentioned SPAS. Can you tell us a  
3 little bit about what SPAS is?

4           A     Well, SPAS is a good tool for C&A  
5 deficiencies in a carrier or from the geographic or any  
6 other office for that matter. If they put an  
7 unfavorable, unsatisfactory, a U or an I for  
8 information, or a U in the SPAS it is automatically an  
9 alert. Brings you right up to a screen. We have a, we  
10 have an alert here, people. Something out there  
11 happened from one of the other, respond by one of the  
12 other geographic or from any inspector. It could be an  
13 end route inspector found something. He puts that into  
14 SPAS, and I review these at least once a week, if not  
15 more, and if I see this alert, then I bring it up and  
16 see what the issue was, and then I have to close that.  
17 I have to close it. So, after I contact the operator,  
18 well, the good one was the stockroom, you know, the  
19 stockroom, even though that just an informational one,  
20 it alerted me, here is a concern. And the concerns are  
21 different levels. This was just a concern. Stockroom  
22 looked a little cluttered. They don't have enough  
23 shelving. It appears they could be doing this, but,  
24 the maintenance supervisor was in the process of  
25 building new shelves in there, just to let me know.

1 So, what do I do, I call the operator, the operator,  
2 hey, we have a concern out there from the geographic  
3 office, that the stockroom is looking a little sloppy.

4 And they all get right on, as a matter of fact, he  
5 owes me a response now, as soon as I get the response  
6 back on what the corrective action was from the  
7 carrier, I immediately put that in acknowledgment block  
8 that closes it out. And anybody in the world who wants  
9 to look at it to see what happened, can see them.

10 Q So, there are many different ways of being in  
11 communication with the geographics.

12 A Sure.

13 Q Other than SPAS, emails, phone, PTRS.

14 A Yes.

15 Q And so we have many different ways of doing  
16 those.

17 A Yes.

18 Q When you became, when you first became part  
19 of the certificate as a temporary or as a, I guess a  
20 part time, not part time, but --

21 A Acting.

22 Q Acting, acting.

23 A I guess that is a good word for it.

24 Q How did you go about becoming familiar with  
25 the certificate? Had you been working prior to that?

1           A     I had been working the last couple of weeks  
2 with the, my predecessor, Chuck Loughey, and he, I knew  
3 I was going to be acting before Chuck left, so the  
4 first couple of weeks or the last couple, I should say  
5 the last couple of weeks he was here, then he, we  
6 visited the operator and got the introductions, looked,  
7 reviewed whatever the processes they were doing and  
8 that type of thing.

9           Q     Can you be, can you get a little more  
10 specific? Did you read the entire GMM?

11          A     No, no, we reviewed the, we reviewed it, we  
12 scanned over the GMM. Here is the GMM, here is what is  
13 laid, here is what some of the processes. Made a few  
14 trips with him out there. Watched him interface with  
15 the operator. Generally just stayed with him for the  
16 last two weeks Chuck was here. And in that interim,  
17 whatever issues he was dealing with, I got involved  
18 with.

19          Q     In your experience as, in your aviation  
20 experience and especially with 121, can operators do,  
21 can operators of the same equipment do a particular  
22 type of maintenance action on that equipment  
23 differently?

24          A     Sure.

25          Q     In other words, specifically relating to the

1 changing of the actuators. Could it be possible that  
2 another operator by virtue of their, their cards,  
3 change those actuators out, without taking the  
4 elevator?

5 A That is an operator's response, that is an  
6 operator, an operator is suppose to develop their own  
7 program. So, but, they can, but, they need this  
8 information from somewhere and who better than the  
9 manufacturer to get this information from. So, in lieu  
10 of having their own work program, we put, we are going  
11 to use the maintenance manual as our guidelines. Now,  
12 if they want to change any procedure in there, they  
13 come through me. And if I feel totally 100 percent  
14 comfortable with whatever changes that they want to do,  
15 then I will approve it into their program and whatever  
16 I approve is approved. And if I am not totally  
17 comfortable, I have resources to go to. We have ADT,  
18 we have the HDO, Engineering. We have the manufacturer  
19 to go back to. If I am not totally comfortable with  
20 something that they want to change in a program, then I  
21 will pass it on, depending on the complexity, whatever  
22 it is, you know. And we use the elevator as a good  
23 example. I already explained to them, if they want to  
24 rewrite that into their program where they do not want  
25 to take that elevator off when they change, call me up,

1 let's get a 1900 in here, let's pull the excess panels  
2 off, let's change one, let's see the difficulty and  
3 let's see what all it took. We will see what  
4 safeguards you want put into it. Even though because  
5 you haven't removed a flight control service,  
6 typically, you don't have to do an operational check,  
7 because you haven't a change. You haven't removed  
8 anything. But, I guarantee you if they are going to do  
9 it, we are going to put in operational checks, which I  
10 might add, the Beech manual is very lax on. Very lax.  
11 Very lax.

12 Q You have not, so far, approved any change to  
13 the removal of the actuators without removing the  
14 elevator?

15 A No, not yet.

16 Q Okay.

17 A But, that was one of their proposals and I  
18 should, I would be more than happy to review their  
19 proposal.

20 Q But, as of right now or at the time of the  
21 accident --

22 A No.

23 Q -- that procedure was stated in their, the  
24 Raytheon maintenance manual, that is what they would  
25 have to have gone by, fair to say?

1           A     Fair to say, because that is the written word  
2 right now.

3           Q     Okay. Forgive me, the Part 121, are these  
4 all transport category airplanes you are dealing with?

5           A     No. The, well, the 1900s are a Part 23  
6 airplane.

7           Q     Part 23. Okay.

8           A     And that is one of the top --

9           Q     Now did they, did they subscribe to this CAM  
10 system, the Continued Airworthiness Maintenance  
11 Program, is that the overall term for this?

12          A     Yes, they don't, they don't prescribe to it,  
13 they are mandated to have it.

14          Q     They are required.

15          A     They are required by regulation to have a CAM  
16 program.

17          Q     Okay. I just wanted to make sure that you  
18 understood that that covers a lot of territory here in  
19 maintenance on a 121.

20          A     Their CAM Program is the basis for their  
21 whole program.

22                   MR. BRAMBLE: One twenty-16-B.

23                   (Pause.)

24                   BY MR. WEST:

25          Q     Can you give us a quick explanation of the

1 difference between the ASAP program and the self  
2 disclosure program?

3 A The self disclosure is developed basically  
4 for an operator, to self disclose any non compliance  
5 that may have occurred. While the ASAP program was  
6 developed more for an individual, to come forward and  
7 say, hey, I blew it, people. It is, it is, you know,  
8 I know there are a few maintenance ASAP programs out  
9 there now. And, but, I do know it is very difficult  
10 because with maintenance it is typically after the  
11 fact. But, if you disclose the issue, it gives you  
12 some protection. I think it is a good thing. I think  
13 it will open up mechanics more to --

14 Q Is that program in place at Calgan?

15 A No, no, no. They just yesterday informed us  
16 that they had the go ahead to, the safety officer,  
17 Dave, just informed us yesterday that he had the go  
18 ahead to pursue an ASAP.

19 Q Once they finish pursuing it and they then  
20 have to come to you and implement it.

21 A They have to give us an MOU.

22 Q An MOU. Okay. Memorandum of Understanding.

23 A Memorandum of Understanding.

24 Q Okay.

25 A I suspect ops will be the first, it typically

1       seems like everybody goes to, develops an ops first.  
2       And then they go to a maintenance.   ACA is that way.  
3       They have an ops, my first two years here in the office  
4       was as a PPM or ACA on the J-41.

5             Q       Partial program manager.

6             A       Partial program manager.

7             Q       And generally they specifically go for an  
8       individual type of aircraft within the fleet and they  
9       are responsible for that aircraft.

10            Each new mechanic that is hired by Calgan, do  
11       they receive a copy of the GMM, do you know?

12            A       No, they don't receive their own individual  
13       that I know of.  If they are doing it, I am unaware of  
14       it.  But, they do have GMMs throughout the company for  
15       review by the mechanics.

16            Q       Do they have a separate, does Calgan have a  
17       separate area where the mechanics can go to find  
18       references to all their needs?

19            A       Yes.

20            Q       For the aircraft, for --

21            A       They have a computer based program.  All  
22       their maintenance manuals are onto our computer base.  
23       So, they can go in there and punch up a specific job  
24       task, print it out, take it with them to the job, once  
25       they have completed that task, they are asked to throw

1       them away, because now they are no longer a control  
2       document.

3               Q     And do these, this also takes place in  
4       Hyannis and Albany as well?

5               A     They also have hard copies, hard copies, too,  
6       and their manuals there, too.

7               Q     Okay.

8               A     And they have a revision service for those  
9       manuals.

10              Q     The mechanics in Hyannis and Albany, how are  
11       they trained? Do they actually have to come down here?

12              A     They come down here. I have sat in on  
13       numerous training classes where that is all that was  
14       here, either Hyannis or Albany mechanics are here.  
15       Typically they are in doc classes, is where I have sat  
16       in and watched other.

17              Q     Is there a requirement to train the contract  
18       station mechanics?

19              A     No. Their training, they go through, most of  
20       their training is done through because of being  
21       contract maintenance, all their work is controlled by  
22       maintenance control. Every step of the way. They have  
23       an issue that is called into maintenance control,  
24       maintenance control issues them all the instructions  
25       necessary to complete that job from start to sending

1 the logbook page in when they are done.

2 Q Okay.

3 A I wish there was, I wish it was a regulation  
4 that mandated that they would go through some kind of  
5 training, unfortunately, there isn't.

6 Q Quickly on the work program. The R items  
7 that and we will stick with at the time of the accident  
8 rather than any new programs that are coming into place  
9 now, the R items that you receive come from where?

10 A NPG, or lull, lull land out there somewhere.

11 Q Washington?

12 A Yeah, it is all developed through a program  
13 of necessity that is built up through history. Like  
14 for, we will have maybe two required ramps, required  
15 ramps, but then we are also mandated to build up our  
16 program where we have a minimum amount of hours  
17 throughout the year. So you could have two required  
18 ramps, but you are going to have 15 planned ones.

19 Q Right, let's stick to the R items right now.

20 A The R items.

21 Q So, the R items are sent to you from  
22 Washington, and they specifically tell you these are  
23 that required items that you need to do.

24 A Correct.

25 Q Okay. Can you, other than the two ramp items

1 that you, that you remember having, can you tell us the  
2 other R items that you --

3 A Well, we have R items ramps, we had in route,  
4 we had, I can't -- Because they are sporadic, there is  
5 typically one in each, like one ramp, one spot or two  
6 ramps, one spot, one in route, fueling facility. They  
7 are sporadic. Now with the new set process, we go  
8 through a quarterly set review and develop our own R  
9 items. Depending on areas, what areas of concern that  
10 we find with the company. All that is in the past now.

11 Yes, every year we will have our required from the  
12 NPG, but now we are also on top of that, developing our  
13 own R items depending on any deficiencies or any areas  
14 of concern that we see out there in the field.

15 Q And NPG by the way is National Program  
16 Guidelines.

17 A Right, National Program Guidelines.

18 Q Are there any R items for a base inspection?

19 A Yes.

20 Q Okay. So there is a base inspection.

21 A That is a 19, that is a 3619.

22 Q Could you describe a base inspection for us?

23 A Well, a base inspection pretty much covers  
24 everything. A base inspection is a facility  
25 inspection. It covers calibration department. It

1 covers facilities, any shops. Manual revision, the  
2 revision service. It could be anything like that. That  
3 is pretty broad, the base inspection is your overall  
4 look at the facility.

5 Q Okay.

6 A And then like I said, you have numerous  
7 records, numerous, you have, typically I like to keep  
8 my in routes down --

9 Q The base inspection, could you give us an  
10 average amount of time that might take to accomplish?

11 A Well, I do, I try to do two base inspections  
12 a year. One is a formal, where I go through  
13 everything. It could take me up to two days, depending  
14 on what the complexity or, naturally the more you find,  
15 the more you look. Okay. So if I am finding little, I  
16 am doing less.

17 Q Okay.

18 A It could take me probably a good full day  
19 with the size of Calgan. And then have a, what I  
20 consider an informal base inspection, where I will  
21 split them up throughout the quarters. I may go in one  
22 day and do a calibration inspection. I may do the  
23 stockroom. I may be, just do the facility. I may be,  
24 you know, and so I consider, when I go in there, I let  
25 them know this is a formal base inspection. This is

1       what I am doing. And we will take our time and just do  
2       that. Other than that, I will say I am going to come  
3       in and do a calibration department today or I am going  
4       to do a stockroom today or I am going to look at your,  
5       your manual revisions status, or whatever.

6           Q     Okay. The planned items, when you initially  
7       develop your work program, like you are doing right now  
8       for the next fiscal year, the planned items are they  
9       written in stone?

10          A     No, they are not required to do, because it  
11       is, in fact, a planned item. You develop a work  
12       program where you try to get a minimum number of hours,  
13       a reasonable number of hours for the year. And you  
14       work throughout that year to complete all those planned  
15       items. It is your guideline. It is your, it your  
16       schedule book, okay. I need to go do at least this. I  
17       am going to go do so many of these. I am going to do  
18       so many, whatever you feel you need the most out of.

19          Q     Can these items be changed at any time?

20          A     Planned items can be changed. Planned items,  
21       if you --

22          Q     Depending on the needs of your --

23          A     Depending on the need.

24          Q     Excellent.

25                   And I have one last question, the maintenance

1 department, do they have regularly scheduled meetings  
2 with the outlying bases?

3 A They have telephonic meeting twice a day.

4 Q Could you describe what that might entail to  
5 the best of your knowledge?

6 A Its, when I have sat in on them, they have  
7 two meetings a morning. They have one at seven o'clock  
8 where they talk to all their outlying stations, get  
9 together, they talk on the issues parts, problems,  
10 whatever they may have. It is their morning meeting.  
11 Their morning meeting. And then they have a nine  
12 o'clock meeting, where they discuss local issues,  
13 issues pertaining to parts, where the airplanes are,  
14 what airplanes are down. It is a general oversee of,  
15 MELs, how the MEL status is. They do that on a daily  
16 basis every day at nine o'clock.

17 MR. WEST: Okay. That is it for me.

18 (Whereupon, a short recess was taken.)

19 MR. CARBONE: Okay. This will be round two. I  
20 will start and then again we will go back through and  
21 we will end with me.

22 BY MR. CARBONE:

23 Q Have you discussed the maintenance manual  
24 problems since the accident with Calgan?

25 A Yes.

1 Q Tell me what was discussed?

2 A The issue of drum, the winding of the drum.  
3 They actually showed me a drum and explained to me the  
4 depiction in the manual versus the actual way they felt  
5 the depiction should have been, their routing of the  
6 cable and so forth.

7 Q Okay. I am going to ask again, have they  
8 brought up a lot of issues prior to the accident?

9 A Prior to the accident on the manuals. From  
10 time to time we have run into issues on the manual.  
11 The, the biggest and naturally is the Charlotte  
12 accident and the routing of the cables and how the  
13 routing, how the manual depicts the routing of cables  
14 in different areas in the manual.

15 Q But, does Calgan understand that they are  
16 still ultimately responsible for what --

17 A Most definitely, yes.

18 Q There is no --

19 A No.

20 Q -- confusion about that.

21 A Well, I mean, they understand that they are  
22 responsible for it, but they have to, they are trying  
23 to understand how the manufacturer can be wrong in some  
24 of their depictions and some of their inconsistencies  
25 in their manual.

1           Q     I am going to bounce back and forth, because  
2 I took notes.

3           A     No, that is fine.

4           Q     You said it before that the maintenance  
5 manuals are computer based, is that disk or on online?

6           A     Disks.

7           Q     Disks. And when the Director of QC assumed  
8 training, did he personally do training?

9           A     Yes.

10          Q     Did he have anybody doing training for him?

11          A     No, I believe, I believe they were in the  
12 middle of going to be bringing Kevin Gonzales in.

13          Q     Okay. You mentioned Kevin before.

14          A     Right.

15          Q     And Kevin is the instructor to be?

16          A     No. No, they have just recently hired an  
17 instructor. My understanding is of yesterday he was  
18 driving back from wherever he came from out here. He  
19 came back for the initial in doc training of his own.

20          Q     Okay. But, who is Kevin again?

21          A     Kevin Gonzales is a mechanic. You know  
22 Kevin. He was a party to the accident.

23          Q     Oh, up in Hyannis.

24          A     Right.

25          Q     Oh, okay. I am sorry. Is he in Manassas

1 now?

2 A He is in back in Manassas. That is his  
3 station is in Manassas.

4 Q Okay. And he does all the maintenance  
5 training?

6 A No, he doesn't do any training by job title.  
7 He does a lot of oversight on the floor. He, his,  
8 his, he, what his actual position is I don't know.  
9 They were actually looking for a position for him, once  
10 he left the position of Director of Maintenance. He is  
11 just an overall troubleshooter for the company. He has  
12 a lot of experience. He has, he is, his intentions  
13 were to get back on the floor, show the mechanics,  
14 teach them on day by day personal basis.

15 Q So does he basically float?

16 A If you want to call him that, now, again, I  
17 don't know what his specific title is. I think, he has  
18 been with the company for a long time. And I think  
19 they are naturally, they like his, they like him and  
20 his abilities. He is an asset to the company.

21 Q Okay. I went through the training manual  
22 before and well, before today I was looking at it, but,  
23 I had also asked the mechanics at the time had they  
24 blocked the cables prior to releasing the tension on  
25 the actuators. And they said they did not. Is there

1 a reason why there is no cable replacement on the OJT?

2 A If there is, I don't know.

3 Q No, there isn't. I am saying there is not.

4 A Okay. Is there a reason why there is not?

5 Q Yes.

6 A Probably because they are using the  
7 maintenance manual.

8 Q But, I am saying as far as an OJT item, I  
9 mean, you have replacing actuators, you have replacing  
10 ADF system checks and stuff like that, but, there is  
11 not anything dealing with an actual cable change.

12 A I don't know why.

13 Q Okay. Is that something you would recommend  
14 to them to --

15 A Most definitely.

16 Q -- put in their training?

17 A Yes.

18 Q Is Hyannis a station that should have  
19 launched a deferral on an FDR?

20 A That is a bigger issue. That is a different  
21 issue, not a bigger issue. That is a different issue.  
22 Yes, in my opinion they deferred it correctly.

23 Q Okay. But that is not my question.

24 A What is your question?

25 Q My question --

1 A Should they have deferred --

2 Q Aren't they are repair station and should not  
3 have launched an FDR deferral? Should you --

4 A They are not a repair station, number one.

5 Q Are they a maintenance station?

6 A They are a maintenance station.

7 Q Okay.

8 A -- maintenance. There is a difference in a  
9 repair station when you are talking about an FAA  
10 certificated repair station, and you talk about a  
11 maintenance facility.

12 Q Okay.

13 A Calgan has a maintenance facility.

14 Q All right, I guess what my question is, is  
15 were they suppose to be launching an aircraft with a  
16 deferral on an FDR out of Hyannis?

17 A Are they suppose to? They deferred the FDR  
18 that day at Hyannis.

19 Q Right, but are you --

20 A In accordance with their approved MEL.

21 Q Okay. But does --

22 A The equipment. I guess --

23 Q I am not sure if I remember reading the  
24 deferral correctly, but, if you have the ability to  
25 repair the FDR or slash CDR, at that station, you

1 shouldn't defer it out. Am I incorrect or --

2 A I would have to get the, the correct reading  
3 out of the MEL to understand what you are saying. I do  
4 know they deferred the FDR.

5 Q Right.

6 A At that station that day.

7 Q Well, you can defer it out Pittsburgh,  
8 because there is no maintenance there or no, no --

9 A No, that is not what, I don't believe, the  
10 MEL says where repairs could be made.

11 Q Okay.

12 A Okay. Repairs could not be made at Hyannis.

13 Q Why?

14 A Because the contractor they used, could not  
15 get there that day. They could not schedule for the  
16 repair of the FDR, because the contractor, it is my  
17 understanding, it is my understanding that they could  
18 not contract their contractor there that day. He  
19 couldn't get there. He could be at Albany the next  
20 day where they had scheduled to have the FDR repaired.

21

22 MR. CARBONE: Could we go off line a second?

23 (Whereupon, a short recess was taken.)

24 MR. CARBONE: Back on the record.

25 BY MR. CARBONE:

1           Q     So, the bottom line, and I am putting this on  
2 record, the bottom line is they did do it according to  
3 the MEL. They did defer it out of Hyannis correctly?

4           A     In my opinion, yes.

5           Q     Okay. Okay. Has there ever been an audit  
6 finding concerning the number of RI people being too  
7 low?

8           A     An RI, an audit finding, no.

9           Q     No. Okay.

10          A     We have made recommendations that they  
11 increase their RI people to part time to full time, but  
12 a 121 carrier can't delegate and that is what they  
13 choose to do for the short period of time or a period  
14 of time, not short, but a period of time.

15          Q     Okay. The training deficiency or lack of a  
16 better word, I wrote down deficiency, the training  
17 deficiency you spoke of before, did that involve  
18 recurrent training?

19          A     You mentioned training deficiency, what  
20 training deficiency are you --

21          Q     When they were trying to catch up, they  
22 were trying to catch up on their training, you were  
23 talking about.

24                   MR. BRAMBLE: Where two people were behind on  
25 their training.

1 MR. NELSON: Oh.

2 BY MR. CARBONE:

3 Q Yeah, I am sorry. When I use the word  
4 deficiency --

5 A I understand you now. What was your question  
6 again?

7 Q Okay. When, in that time when you were  
8 answering Bill's question before, were the two people  
9 who were behind on their training, was that recurrent  
10 training?

11 A I don't know. I don't know what the  
12 deficiency was or who was involved. This was an  
13 internal audit that was brought to my attention, that I  
14 informed the company they need to follow procedure and  
15 internal procedures and get that fixed.

16 Q Did they ever fall behind, excuse me, did  
17 they ever fall behind on recurrent training?

18 A Not to the best of my knowledge, no.

19 Q In any of the stations?

20 A To the best of my knowledge, no.

21 Q What about 145 companies for Calgan, can you,  
22 do you know about anything about those? Structure  
23 inspections?

24 A D-91, on op specs, their D-91, their contract  
25 maintenance facilities.

1 Q Yes.

2 A On D-91, substantial maintenance facilities.  
3 I don't know anything about them. I know they do  
4 audits on them.

5 Q How is the relationship with Calgan on their  
6 heavy maintenance facilities?

7 A How the relationship? I don't know.

8 Q You don't know. Has it ever come up?

9 A No.

10 Q And you said the contractors, okay, let me  
11 understand this, did you say that the contractors do  
12 not receive training? The contract maintenance people  
13 do not receive training?

14 A Through maintenance control, they receive  
15 their training on, on a basis.

16 Q On an as needed basis?

17 A As needed basis. In other words, again, all  
18 their maintenance is controlled through maintenance  
19 control. So, in other words, if a deficiency is found,  
20 a discrepancy is found on the line, they have regular  
21 contract people, contractors, they are contractors, all  
22 the direction is given by maintenance control on what  
23 to do. Is there any formal contract training, I don't  
24 believe so.

25 Q Is there any formal OJT?

1           A     No.

2           Q     And how do they sign off what they do?

3           A     They are A&Ps.

4                   MR. WEST: Could you give an example?

5                   MR. CARBONE: Yes, please.

6                   MR. WEST: For instance, they need a generator  
7 change?

8                   MR. WEST: Okay. Or a tire change.

9                   MR. WEST: Or a tire change.

10                  MR. NELSON: Okay. They come into a line  
11 station where they have no maintenance facilities  
12 either in the, they have a tire change, whatever the  
13 situation is. Maintenance control gets a call, I have  
14 got a flat tire or I have got a generator out, all  
15 right. He gets on the phone, calls his contract  
16 maintenance facility, whoever that may be, he comes out  
17 and he gets on the phone with maintenance control.  
18 Maintenance control has we have a tire change. We need  
19 someone to come out and change a tire. I will fax you  
20 all the information that you are required to change a  
21 tire or change that generator. He faxes him all the  
22 maintenance manual references to change it. He changes  
23 it, he signs it off, using an A&P. He calls  
24 maintenance control, and called it off, they are  
25 required to go over the sign off on how he signed it

1 off with Maintenance control to ensure that he has got  
2 it correct, I mean, everything is good. Everything is  
3 correct on how he filled out the logbook or signed off  
4 the logbook. And then his job is done.

5 BY MR. CARBONE:

6 Q He is not required to perform the job  
7 previously before he can sign it off?

8 A He is an A&P, no. They look for qualified  
9 A&Ps.

10 Q But, doesn't Part 65 require them to be able  
11 to -- I am serious.

12 A Experience, since then, yeah, I know you are  
13 serious.

14 Q Cannot release it to airworthiness a job they  
15 have not performed. I don't know if I am not quoting  
16 it properly.

17 MR. WEST: In other words, what you are  
18 getting at, is how do they ensure that A&P --

19 MR. NELSON: Mechanic has changed a tire  
20 before.

21 MR. WEST: Performed the job.

22 BY MR. CARBONE:

23 Q Well, you have the employees all following an  
24 OJT book, excuse me, that they cannot do a job unless  
25 they sign it off, but now you have somebody out in the

1 field that is doing the same job, no prior experience,  
2 no prior training and nobody to sign them off on doing,  
3 nobody to back sign them.

4 A By virtue of having an A&P, I know what you,  
5 I know where you are getting at, 6581, recency or  
6 experience, but, to me that rule, I don't know. That  
7 is the best way to put that, I don't know. I can't  
8 answer that question.

9 Q Are you going to put that question to Calgan,  
10 because --

11 A I don't know if I will put that question to  
12 Calgan yet. I want to look into that question a little  
13 bit more. I want to look into the legality of that  
14 question because in my -- I got my A&P when I was 20,  
15 30 plus years I have never seen that rule enforced or  
16 even adhered to.

17 I don't have an answer for you on that  
18 question.

19 Q Okay. Would you rather go off record?

20 A You can, if you would like to.

21 Q Will it change your answer?

22 A A little bit.

23 MR. WEST: First of all, I think the  
24 determining factor here is how does Calgan go about  
25 selecting their contract station maintenance personnel.

1 I don't know who they are, personally. I don't know  
2 anything about this.

3 MR. NELSON: And I don't either.

4 MR. WEST: but, I do know that contract  
5 maintenance facilities at line stations are extremely  
6 well qualified A&Ps. They have most generally worked  
7 on this type of equipment before and have been working  
8 on large aircraft.

9 MR. CARBONE: Let's take it off the record.

10 MR. NELSON: Yes.

11 (Off the record.)

12 BY MR. CARBONE:

13 Q Does Manassas retain any training records on  
14 contract maintenance?

15 A Whatever maintenance training, whatever  
16 maintenance training contract maintenance mechanics get  
17 it is at Manassas. All maintenance training is at  
18 Manassas. I do know believe there is any formal  
19 training for contract maintenance.

20 Q Okay. But, if they OJT on something, is that  
21 kept in Manassas?

22 A That is kept in Manassas.

23 Q Do you act as a geographic for anybody else?

24 A No.

25 Q Have you approached your supervision about

1 help with an assistant?

2 A Yes.

3 Q Okay. What was their --

4 A Positive, yep. We are looking at it. We are  
5 thinking about it. We are, it is in the plans. But,  
6 when, I don't know.

7 Q Now you said before that you would like to  
8 see changes in the cards, the work cards.

9 A Yes, we have discussed this with Calgan about  
10 being more complete with their change, with their work  
11 cards, more instructions in their work cards and more  
12 work cards.

13 Q Okay. Who will help you in looking through  
14 the work cards?

15 A Who will help me in this office?

16 Q Well, who will help you to determine if the  
17 work cards are good to go or not?

18 A Myself, the operator, Calgan, we will sit  
19 down there and discuss them. I review the work cards  
20 and I use my own opinion plus the maintenance manual or  
21 any information I have available to me to, to decide  
22 whether it needs improved upon. For instance,  
23 servicing a tire, don't just say serviced a tire, give  
24 him what to service it with, and how much to service  
25 it. If it is a fluid level, give him the type of fluid

1 to service it with, tell him how much pressure, I am  
2 giving examples here, how much pressure the accumulator  
3 needs. Give him specific instructions to complete the  
4 job, where he doesn't have to go anywhere else to look  
5 for it. If the job is complex, they may want to  
6 reference a document, could be the manufacturer's  
7 manual but give the mechanics all the information he  
8 requires to do the job. That is what I mean by that.

9 Q Okay. Do you find that mechanics follow  
10 procedures from their prior operators? Like they bring  
11 Brandex into the, into the station, this is the way we  
12 used to do it at Brandex?

13 A I don't know that, no.

14 Q Have you talked to them about, I mean, has  
15 that ever come up in conversations?

16 A No.

17 MR. CARBONE: Okay. Bill?

18 BY MR. BRAMBLE:

19 Q Just going to ask you a couple of follow up  
20 questions. One deals with the OJT. And I was just  
21 wondering what you had observed as far as the actual  
22 procedures for providing OJT to individual mechanics  
23 when you have been on site at the base maintenance  
24 facility.

25 A I have not personally reviewed any on site

1 OJT procedures since I have been on the certificate.

2 Q Okay.

3 A There is just not enough time in one day to  
4 do every thing I would like to do as far as  
5 surveillance.

6 Q You haven't reviewed the procedures or you  
7 haven't seen them actually --

8 A I haven't seen them actually being used on  
9 the floor, watching an OJT or a supervisor or a lead  
10 sign off an OJT person.

11 Q And what would your expectation be regarding  
12 how they would approach that, delivering OJT for a  
13 specific item such as a non routine maintenance  
14 procedure?

15 A What is my expectation?

16 Q Yes, as far as how much, what kind of  
17 supervision the trainee would receive?

18 A Well, the trainee would receive, hopefully,  
19 the trainee would be able to go through the procedure  
20 with supervision that is in the maintenance manual in  
21 the repair of the job, or the performance of the job,  
22 to the satisfactory of the lead or supervisor, and then  
23 be signed off.

24 Q Would you expect the trainee to be observed  
25 throughout the whole procedure by the instructor?

1           A     Oh, definitely.  Sure.

2           Q     One other question.  When we refer to the  
3 procedures from the maintenance manual that the  
4 carriers is using, should we be calling those approved  
5 or accepted maintenance procedures?

6           A     Accepted.

7           Q     Accepted, okay.

8           MR. BRAMBLE:  That is all I had.

9           BY MR. WEST:

10          Q     I just need to clear up the issue on where  
11 the PMI can get his expertise when it comes to  
12 reviewing these work cards that he may approve.  Well,  
13 in the particular case, approve, on the work cards.

14          A     The work cards, the company work cards as  
15 part of their inspection program.

16          Q     Right.

17          A     Which is an approved program.

18          Q     So, we would expect, where would you go, if  
19 you didn't feel totally comfortable with what Calgan  
20 gave you as far as the procedure --

21          A     Oh, okay.

22          Q     -- where would you go if you --

23          A     I thought I answered the question earlier.

24          Q     You did.

25          A     In an earlier question regarding that as far

1 as we have the ACO expertise on the aircraft. We have  
2 the AAG who approves or accepts the manuals. We have  
3 engineering, we have a number of sources if I am at all  
4 and this is, I guess I will have to reiterate what I  
5 was saying earlier, I have several resources that I  
6 can go to if I have any question as far as what they  
7 are requesting of me to change. I thought you were  
8 talking about minor review of work cards when it comes  
9 to servicing, what I think should be included in a work  
10 card with regards to servicing a tire, ensure that they  
11 have enough information available for a mechanic to  
12 complete a job, wherever that information may come  
13 from, whether it is a maintenance manual, engineering,  
14 AAG, whoever.

15 MR. CARBONE: What does AAG stand for?

16 MR. NELSON: Aircraft -- Group.

17 MR. CARBONE: Okay.

18 MR. NELSON: They oversee, during  
19 certification, the certification process maintenance  
20 manuals.

21 MR. CARBONE: And AC is Aircraft Certification  
22 Office.

23 MR. NELSON: Aircraft, yes, ACO, is Aircraft  
24 Certification Office.

25 MR. CARBONE: Okay.

1 MR. WEST: That is it.

2 MR. CARBONE: Okay. Can you think of anything  
3 that would help us in this investigation that we may  
4 have missed?

5 MR. NELSON: No.

6 MR. CARBONE: Okay. Thank you very much for  
7 your time.

8 (Whereupon, at 12:50 p.m., the interview was  
9 concluded.)