

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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CRASH OF AIRBUS HELICOPTER N94TH
NEAR SKAGWAY, ALASKA, ON
MAY 6, 2016

Accident No.: ANC16FA023

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Interview of: DAVID FREDERICK

Juneau, Alaska

Thursday,
December 8, 2016

APPEARANCES:

MICHAEL HODGES, Aviation Accident Investigator
National Transportation Safety Board

BRICE BANNING, Senior Aviation Accident Investigator
National Transportation Safety Board

DWAYNE EDWARDS, Principal Airworthiness Inspector
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Alaska Region
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I N T E R V I E W

1
2 MR. HODGES: All right, recording. This is Mike Hodges with
3 the NTSB.

4 MR. BANNING: Brice Banning, National Transportation Safety
5 Board.

6 MR. FREDERICK: David Frederick, Juneau Flight Standards
7 District Office.

8 MR. EDWARDS: Dwayne Edwards, Juneau Flight Standards
9 District Office.

10 MR. MARTIN: And Howard Martin, Regional Counsel, Alaska
11 Region FAA.

12 MR. HODGES: And we're here today, we're doing interviews for
13 the ANC16FA023 accident in Skagway, Alaska, involving November-94-
14 Tango-Hotel, an Airbus AS350, a B2 model helicopter.

15 And Matt, did you just want to state too?

16 MR. RIGSBY: Sure, sure. It's Matt Rigsby with AVP-100, the
17 FAA's Office of Accident Investigation.

18 MR. HODGES: All righty. Thank you.

INTERVIEW OF DAVID FREDERICK

19
20 BY MR. HODGES:

21 Q. All right. So we're going to be starting off with the
22 questions for the principal maintenance inspector for Temsco, and
23 let's kind of start down the list.

24 So with your background, when were you initially hired by the
25 FAA?

1 A. August of 1997.

2 Q. '97. Okay. And then what was your background prior coming
3 to the FAA with aviation?

4 A. I had flown commercially around southeast, a lot -- around
5 basically in Juneau.

6 Q. Okay.

7 A. A lot of seaplane experience. I also held an A&P certificate
8 since --

9 Q. Okay.

10 A. -- long before that. And so I would -- I was kind of fixing
11 them and flying them simultaneously for several years.

12 Q. Okay.

13 A. And I came to the FAA then with -- at the time there, you
14 know, like I said, with a lot of seaplane experience -- or, you
15 know, I hate to say a lot, but some seaplane experience.

16 Q. Sure.

17 A. Yeah.

18 Q. Okay. And then how long have you been the assigned PMI for
19 Temsco for?

20 A. You know, I'm not sure, but it's been quite a while. I'm
21 thinking possibly 2003 or -- since 2003.

22 Q. Okay.

23 A. Yeah, it's an estimate. But it's been, you know, a long
24 time. Yeah.

25 Q. Sure. Now with the certificate management team at Temsco, do

1 you know how many inspectors there are for that total?

2 A. FAA inspectors assigned to the oversight there?

3 Q. Yeah.

4 A. There's three.

5 Q. Three? Okay.

6 A. Yeah.

7 Q. And do you know what their, I guess, each individual's roles
8 and specialties are?

9 A. One is the principal operations inspector, the flying side of
10 the house. The principal maintenance inspector, the --

11 Q. Yeah.

12 A. -- the maintenance side of the house. And then a principal
13 avionics inspector, who also -- well, does the avionics, which is
14 an airworthiness part of the equation. Those are the three
15 principals that are assigned.

16 Q. Okay, cool. And then, outside of Temsco, how many other
17 certificates are you responsible for or do you work with?

18 A. I have 31 certificates that I'm currently assigned to. And
19 Temsco holds one, two, three, four, five of those.

20 Q. Okay. I guess, just kind of during like an average work
21 week, like how much time are you able to dedicate to Temsco
22 certificates?

23 A. You know, as far as an average week, there are several weeks
24 that I won't have any interaction with Temsco. I reviewed the
25 work program that we have. We have had remotely sited inspectors

1 located in Ketchikan, and that's where their primary -- their
2 principal base of operations is. So I would have that work
3 resourced to those guys there primarily. And then even here in
4 Juneau, they have a large tour operation here and the -- sometimes
5 some OJT will be conducted here and that kind of thing. But most
6 of my -- most of the certificate management work is done through
7 the main management people in Ketchikan. So a lot of that's, you
8 know, it's phone calls and that kind of thing, emails.

9 Q. And then just with Temsco themselves, I know you said their
10 main headquarters is based there in Ketchikan; they got a large
11 footprint up here and also Skagway too. And then, are they doing
12 anything else outside of those areas with stuff in the lower 48 on
13 a regular basis at all, or is that just more or less seasonal?

14 A. They do fire contracts.

15 Q. Okay.

16 A. And that takes them around. And then they do other work
17 around the state.

18 Q. Okay. And then kind of -- you know, obviously you've been
19 there since about 2003 or so dealing with them. What would you
20 kind of describe, I guess, relationship between Temsco and the
21 FAA?

22 A. Temsco, they -- I'm not quite sure how to -- they definitely
23 try to comply with the rules. They put effort into that, that I --
24 - or I perceive it to be a lot of effort. When I do see them,
25 they're -- they address issues sometimes, you know, there's a lot

1 of conversation with different airworthiness directives, or things
2 like that that come up. They'll contact me and make sure they're
3 getting -- you know, that they understand this correctly or does
4 this involve having to do this or something else, you know, so
5 there are discussions that way. So --

6 Q. Okay. Now kind of with your position as the PMI then, like
7 do you ever or have you even seen like operational control
8 exercised at the various levels there, from your perspective?

9 A. The operational control that I would see is that I see
10 scheduling of aircraft coming in for maintenance.

11 Q. Okay.

12 A. And I see that actually happening. You know, this one --
13 these two are coming down, you know, they're coming in for
14 maintenance or something, the other ones are going out. So that's
15 the operational control part of it that I would see.

16 Q. Okay. And then what's kind of your overall perception of
17 Temsco from a maintenance aspect, their kind of whole maintenance
18 program, their mechanics and DOM and all those folks kind of
19 altogether?

20 A. I know that they -- when they bring new mechanics on, they're
21 -- they ensure that the training -- that they've got training,
22 that they've done different OJT tasks and that kind of thing
23 before they progress them into -- they -- the mechanics seem to
24 progress gradually. It's not like you come in here and you've got
25 carte blanche to do whatever we say, just go do. So --

1 Q. Okay. So it's kind of like a progression with them and --

2 A. Yeah, normally. You know, there's an evaluation period that
3 they go through with their mechanics.

4 Q. So what would you say, I guess, like the -- I guess, the
5 culture from like a maintenance aspect you've kind of seen?

6 A. They promote or they have a compliant culture from what I've
7 seen.

8 Q. Okay, good.

9 A. Yeah.

10 Q. Cool. And then, I know we kind of talked before about
11 management a little bit, but what's your kind of perception of the
12 overall management team? Not just maintenance, but, you know,
13 director of ops, director of safety, you know, vice presidents,
14 things -- what's your kind of perspective of working with all
15 those folks together?

16 MR. MARTIN: And try to relay it factually, to the extent
17 that you can.

18 MR. FREDERICK: I know that they -- I've talked with the
19 director of operations about some STC projects they have going on
20 and that kind of thing. They -- like I said, with the -- with
21 regard to ADs or different modifications to aircrafts, something
22 like that, there's always -- there's usually some interaction with
23 me on that to let me know they're doing these things. They made
24 some modifications to their 212s and that, and they were just
25 things that I -- they made me aware of them when I was there. And

1 proposed field approvals or something like that, modifications
2 they want to make to the aircraft, they present a substantial
3 amount of applicable data. They do their homework for the most
4 part there. And so I'd say that kind of describes them. They're
5 engaged.

6 Q. Okay. And then with, you know, the accident pilot, Chris
7 Maggio, did you know him or did you ever have --

8 A. Yes.

9 Q. -- interact with him? What was your kind of overall
10 perspective of working with him and being around him, kind of with
11 his -- from a professional standpoint of --

12 A. This is a sense I got. I mean, he was very cooperative with
13 anything I needed when I interacted with him. He was responsive
14 to any questions. And like I said, any information I needed, any
15 access to the aircraft or the facilities, he always -- he was very
16 accommodating there. That was always done. And I got the sense
17 that the other pilots in the -- you know, in that facility had a
18 great deal of respect. So --

19 Q. Then kind of switching gears, talking about the helicopter
20 itself, you know, one of the things we talked before initially
21 about is with, you know, they fly around with the dog boxes in the
22 back a lot during the summertime. It's a big thing for them.

23 With working with Temsco, did you ever work with them, or
24 discuss with them about, I guess, the construction of the dog
25 boxes, and you know, installing them and laying them and

1 securement? Was that ever -- did they ever bring you into that
2 loop at all, or --

3 A. No. There was some -- you know, I would see the dog boxes or
4 something and I -- you know, I asked on occasion, how many dogs
5 can you fit in that, you know, how are you doing that or how --
6 you know, do you do a lot of that? And but as far as the
7 transport of the dogs and that, I wasn't, you know, deeply
8 involved in that, no.

9 Q. Okay. And then, have you ever done like a ramp inspection,
10 one of their helicopters with the dog boxes installed before?

11 A. I'm really not -- I don't think so, but I don't recall.

12 Q. Okay. And then, just with -- you know, their fleet of the
13 helicopters that you've seen before, have you ever seen any
14 previous issues with the securement of internal cargo at all with,
15 you know, using the correct mooring points and straps, and placing
16 it in the correct spot in the cabin? Have you ever seen anything
17 like that, or --

18 A. No.

19 Q. Okay.

20 A. Most of -- well, no. You know, I do ramp checks on the 133
21 stuff, but that's all external load. So that's been mostly what
22 I've seen there.

23 Q. Okay.

24 A. And then the -- any ramp checks I do are typically -- I try
25 to concentrate more when the tour -- you know, when they're doing

1 the tour operations and that kind of thing. So --

2 Q. And you mentioned the 133 stuff. I mean, with their -- I
3 guess, their processes and procedures for securing external loads
4 and things of that nature, I mean, what was your opinion of that
5 with the way they go about doing external loads both, I guess,
6 from a pilot perspective and a ground crew member with securing
7 loads and coordination and safety and all that stuff?

8 A. What was my perspective on --

9 Q. Yeah. Just with them doing external load operations, with
10 them, you know, securing loads and coordinating with ground crew
11 members, and --

12 A. The stuff that I've seen mostly has had to do with long-line
13 work.

14 Q. Yeah.

15 A. So it's, you know, in a net or something like that. And that
16 certainly seems to be done with care.

17 Q. Okay.

18 A. Yeah, so --

19 Q. Going back to the 350 series, you know, one thing we
20 discussed before with that model is that back cabin area has a max
21 weight of 682 pounds. Have you ever seen anything with Temsco
22 with, you know, perhaps exceeding that or kind of being right on
23 the line with that max --

24 A. Not that I've ever seen.

25 Q. -- weight limitation in the back, or -- all right. And then

1 a question we talked before when we were down here with Ron Gile
2 and the rest of the folks with -- I know certain helicopters
3 there, and I'm not a 350 guy myself, but I know that some of them
4 have the particular separator installed. And is that a
5 requirement, then, having that installed for flying and, you know,
6 potential whiteout or blowing snow conditions, to have that
7 particular separator installed on the helicopter? Is that a
8 requirement from Airbus or from Temsco or what is the, I guess,
9 the background on that?

10 A. I'm really not sure.

11 Q. Okay.

12 A. I mean, I can -- no, I'm just not sure.

13 MR. HODGES: Okay. Did you have anything --

14 BY MR. BANNING:

15 Q. Yeah, a couple questions. You mentioned that you're
16 responsible for 31 certificates --

17 A. Yes.

18 Q. -- that include five additional certificates that Temsco
19 holds. Is that --

20 A. Five.

21 Q. What are those certificates? Do you know what they are?

22 A. Temsco holds the 135 certificate. They hold a 133
23 certificate. They hold a 137 certificate. They hold a 145
24 certificate, repair station. And they also hold the satellite 145
25 repair station certificate.

1 Q. Okay. So all five of those you're responsible for and
2 they're all held by Temsco?

3 A. Correct.

4 Q. Okay.

5 MR. HODGES: Do you do anything with like North Star or
6 Coastal at all?

7 MR. FREDERICK: Coastal, I do. Yes.

8 MR. HODGES: Coastal also. Okay.

9 MR. FREDERICK: Yeah.

10 MR. HODGES: Same thing with the 133?

11 MR. FREDERICK: 133, 137, 135 for Coastal. Yes.

12 BY MR. BANNING:

13 Q. Okay. You talked about remotely sited inspectors, that
14 there's a remotely sited inspector or was in Ketchikan. Is that
15 person still there?

16 A. No.

17 Q. Okay. And how did you -- you mentioned that you used them
18 being there to help with some of the inspections. How did that
19 work, how does that work?

20 A. I would first go through my supervisor. Say, hey, I want to
21 resource this task to this individual. And then they make that
22 decision which -- and then when it's resourced to them, typically
23 I would be on the phone talking to the remotely sited guy, telling
24 him, hey, you know, I'm going to ask you to do this and this and,
25 you know, we try and coordinate times for him. And he would go do

1 the work. I wouldn't -- he would call me typically, as well as
2 record the work in the PTRS records, or -- and so I could see
3 that. And then we would discuss whatever was going on there.

4 Q. And you mentioned that you did have interactions with Chris
5 Maggio, the pilot of the accident helicopter.

6 A. Yes.

7 Q. Was it a ramp inspection or where did you have an -- what was
8 the interaction?

9 A. Most of it was ramp inspections there, you know, at Temsco.

10 Q. Okay.

11 A. And then being in Skagway, when I was there, it was at the
12 Skagway location. I would show up and he would see me at the
13 maintenance facility, or I would go over to where they were
14 conducting their tours. I like to watch the briefing of the
15 passengers and see that kind of thing, so -- and I would see him
16 there and typically, you know, it was, hey, you want to ride down
17 to the hangar or something, you know, I'm going that way and --
18 yeah. And then that was kind of it, you know.

19 Q. Sure.

20 A. I had been -- I had flown in the aircraft with him doing a
21 surveillance, so there was that. And him and other pilots as
22 well.

23 Q. So en route inspection, you had done with Chris?

24 A. Right.

25 Q. And what was the outcome of that en route? Was there any --

1 A. They -- or he was, he adhered to -- you know, prior to
2 takeoff and that, there was the appropriate briefing given and
3 that kind of thing. He would tell people sometimes, or what I
4 heard sometimes was, you know, that he wasn't going to be able to
5 talk to them because there's, you know, other traffic in the area
6 and doing what they have to do. So he would do that, and then
7 that was kind of it, you know. And then when we got -- when we
8 would land on the ice field or whatever, it would be -- he would
9 give them instructions as to, you know, what to do when they were
10 there to facilitate moving people in and out safely. And that was
11 pretty much it.

12 Q. So satisfactory on the --

13 A. Yes.

14 Q. Okay.

15 A. Yes.

16 Q. And have you -- back when the accident happened, were you
17 guys still using PTRS at the time, do you know?

18 A. I don't think so. No.

19 Q. You had transition to SAS?

20 A. SAS, yes.

21 Q. Okay. And you're currently using SAS, correct?

22 A. Yeah.

23 When did the accident happen, the date?

24 MR. HODGES: That happened on --

25 UNIDENTIFIED SPEAKER: May --

1 MR. FREDERICK: I think it was earlier than I --

2 MR. HODGES: That was on May 6th.

3 MR. FREDERICK: Oh, okay.

4 MR. HODGES: The 5th was the Juneau one.

5 MR. FREDERICK: 5/6.

6 BY MR. BANNING:

7 Q. And other than the remote inspectors, do you have any
8 assistants that work with you as the PMI under the -- for the
9 certificate?

10 A. No, not assistants.

11 Q. Okay.

12 A. The avionics inspector and I, we try and make a lot of these
13 inspections together.

14 Q. Okay.

15 A. Simply because doing the work, it facilitates -- you know,
16 you can have one manual or whatever. I have another. We can get
17 the work done with utilizing the resource better that way.

18 Q. Okay.

19 BY MR. HODGES:

20 Q. I did have two follow-up questions. You mentioned that you
21 do Costal also, and have you seen differences, I guess, with the
22 maintenance culture between the way Coastal does things and the
23 way their folks operate as opposed to Temsco? Even though they're
24 under the same umbrella, but --

25 A. Every company has its culture, if you will. They have a

1 different attitude, a different approach towards everything.

2 Q. Sure.

3 A. So yeah, they're -- in that sense, there are differences.

4 Yes.

5 Q. Okay. And then, with Survey Point Holdings, you met Joel
6 King. He's the director of safety. I'm sure you met him before.

7 A. Oh, Joel. Yeah.

8 Q. Yeah. With the way they have it structured, my understanding
9 is that he kind of does the overall safety for North Star, Temsco,
10 and Coastal. And I know at Temsco they have the base managers
11 that act as, you know, the safety managers. And I think Coastal
12 right now has an interim director of safety where -- I don't think
13 North Star has an actual position for that, is my understanding
14 from Joel.

15 And I guess just kind of the overall structure of the safety
16 program there, from what you've seen with Temsco, with having the
17 base managers as safety managers, what is your like, I guess,
18 perspective on that? Have you seen any issues in the past with
19 having base managers as, I guess, safety managers, not having
20 separate full-time safety managers?

21 A. Not anything that I can really put my finger on, you know,
22 and say it's been a problem or an issue.

23 MR. HODGES: Okay. Do you have anything else?

24 UNIDENTIFIED SPEAKER: No, not really.

25 MR. HODGES: Dwayne, did you have anything?

1 Hey, Matt, did you have any additional questions?

2 BY MR. RIGSBY:

3 Q. Let's see, David you said you have 31 other certificates --

4 A. No, I have --

5 Q. -- to manage?

6 A. I have 31 total, 5 of which are --

7 Q. Thirty-one total, okay.

8 A. -- Temsco's certificates. Yes.

9 Q. Is Temsco the largest of those or are the others
10 representative like Temsco?

11 A. Temsco is the largest. Well, I think in number of aircraft,
12 Temsco is certainly the largest there. There are two -- well, one
13 helicopter operator in Homer that they're a pretty good size
14 certificate also. But yeah, Temsco is the largest. Yes.

15 Q. Okay. How much, percentage-wise, if you can estimate, how
16 much of your time, percentage-wise, does Temsco take, say, in an
17 average week or month, whatever is easiest for you?

18 A. Like I said, you know, sometimes weeks will go by that I
19 won't have a lot of interaction with Temsco.

20 Q. Okay.

21 A. The others have been -- some of the other operators have
22 taken more time now as we're -- you know, our surveillance and our
23 certificate management, you know, all of that is determined by our
24 risk-based decision making now.

25 Q. Right.

1 A. So some of the other operators are more -- are demanding more
2 time, not that they're more demanding, but --

3 Q. Sure.

4 A. So a lot my time has been dedicated to getting to know and,
5 you know, certificate management functions of some of these other
6 operators.

7 Q. Okay. Does Temsco have an ODA or an on-site DAR that they
8 work with, or do they come to you for most of, say, a field
9 approval or something like that?

10 A. Yes, they -- or no, they do not have any of those people that
11 I'm aware of.

12 Q. They don't? Okay.

13 A. They have -- they're currently working on an STC project, but
14 I think the aircraft's in Texas right now, and there's DARs and
15 that that they're working with there.

16 Q. Okay.

17 A. So -- but that aircraft is actually not on the certificate or
18 anything. This is just another function that they're currently
19 involved in.

20 Q. Okay. How many different models of aircraft does Temsco fly
21 that you are responsible for?

22 A. The AS350, if you just count that as a model, you know,
23 they've got -- I think everything is B2s or B3s now with the
24 AS350. They have the MD369, the Hughes 500. They have two Bell
25 212s and one Bell 214.

1 MR. RIGSBY: Good.

2 Okay. That's all I have, Mike.

3 MR. HODGES: Okay.

4 MR. RIGSBY: Thank you.

5 BY MR. BANNING:

6 Q. Hey, Mike, can you --

7 MR. BANNING: I got a --

8 MR. HODGES: Yeah, go ahead.

9 BY MR. BANNING:

10 Q. You talked about, just mentioned risk-based decision making.

11 So is that -- can you explain that to me? Is that an element of

12 SAS now and is that driving your work program or can you explain,

13 can you go in --

14 A. It's -- yes, it is an element or -- I don't know if it's
15 actually an element of SAS. It's the philosophy that we are using
16 to direct our efforts. Like with regard to Temsco, in SPAS
17 there's a safety priority index associated with the different
18 operators. Temsco for a long time has been fairly low on the
19 safety priority index. With the other operators that we have --
20 the office has acquired, there's a lot of unknown when we take on
21 these new operators. So the risk obviously, you know, just the
22 sense of risk goes up. You have to be able to evaluate it. So
23 more time has been spent with some of the newer operators trying
24 to get that -- you know, get a handle on that, try to meet the
25 people, understand their operations so we can adequately do what

1 we need to do with the operators.

2 Q. And that safety priority index, is it strictly driven by a
3 computer model or is it something that if you saw an area of
4 concern, you can influence that index?

5 A. Yeah. You can by -- you know, it asks questions and --
6 there's a set of questions that it asks and when you select the
7 answers, that can affect the priority index, yes.

8 Q. Okay. So you, as the PMI, can influence that if you saw an
9 area of concern?

10 A. Right. Yeah.

11 Q. Okay.

12 A. It addresses, you know, financial strife things or things.
13 You know, if you're observing those type of things, you can put
14 that information in.

15 Q. And in SAS, are you able to -- I know -- I was with the FAA
16 for 4½ years, and but not with SAS; we used PTRS, and we could add
17 work program items if we had things we wanted to look at as the
18 principal.

19 A. Right.

20 Q. Are you able to do that same thing in SAS?

21 A. Yes.

22 Q. Okay. So you can build additional work program items if you
23 have areas of concern?

24 A. Yes.

25 MR. HODGES: Is there anything else or --

1 MR. BANNING: I don't think I do.

2 MR. HODGES: Dwayne?

3 MR. EDWARDS: No, I don't have anything.

4 MR. HODGES: Matt, did you have any additional questions?

5 MR. RIGSBY: No, sir, I'm good.

6 MR. HODGES: Do you have any questions for us at all or --

7 MR. FREDERICK: I don't think so.

8 MR. HODGES: Okay. All righty. Then we'll -- it's about

9 9:45 on the 8th. We'll go ahead and stop recording at this point.

10 (Whereupon, the interview was concluded.)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: CRASH OF AIRBUS HELICOPTER N94TH
 NEAR SKAGWAY, ALASKA ON
 MAY 6, 2016
 Interview of David Frederick

DOCKET NUMBER: ANC16FA023

PLACE: Juneau, Alaska

DATE: December 8, 2016

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

Katie Leach
Transcriber