Attachment 1

to Operations Group Chairman's Factual Report

DCA06MA010

INTERVIEW SUMMARIES

A summary of the interviews conducted during the accident investigation by the Operations Group follows:

Interview:	Luis Carrillo, Chalk's Ocean Airways, Chief Inspector
Represented By:	Self
Date:	December 20, 2005
Time:	1430 EST
Location:	Headquarters, Fort Lauderdale, Florida
Present:	Egge, Brenner

During the interview, Mr. Carrillo stated the following information:

Mr. Carrillo stated that he observed the accident first officer (Paul DeSanctis) on two occasions on the morning of the accident. About 0620 to 0625, he observed the first officer conducting a pre-flight inspection of the accident airplane. He looked normal and energetic as always. He checked the fuel in the airplane's fuel tanks using a sump barrel with a long pipe attached. About 1300, Mr. Carrillo observed the first officer sitting in the terminal getting ready to depart on the accident flight. Mr. Carrillo greeted him. The accident first officer was in a good mood, friendly, and had a neat appearance. He was always smiling and happy. The pilots were waiting in the terminal for the weather to improve.

Interview:	Erik A. Larsen, Chief Pilot Chalk's Ocean Airways
Represented By:	Self
Date:	December 21, 2005
Time:	1500 EST
Location:	Chalk's Ocean Airways Headquarters, Fort Lauderdale, Florida
Present:	Egge, Brenner

During the interview, Mr. Larsen stated the following information:

Mr. Larsen stated that he was scheduled to fly on the morning of the accident and, because of the weather, waited at the Fort Lauderdale terminal with the accident pilots. Fog had prevented them from flying all morning and it did not burn off sufficiently until about 1400, when the accident flight departed.

The accident captain talked to Mr. Larsen about a boat trip she had taken the previous week with her husband. They had purchased a sailboat and sailed it down the coast. She was her usual upbeat self, friendly and smiling. She seemed alert.

She had been hired by the company in 2003. She had not been subject to any disciplinary problems and had received informal commendations from other pilots and passengers. She was recognizable as the female captain with long hair. She had recently become the company Director of Safety.

Captain Larsen knew the accident first officer from a charter trip they had recently flown together to a small island in the Bahamas south of Exuma. He recalled that they had trouble getting the anchor up and had to cut the anchor line.

The first officer was great. He was funny and nothing bothered him. He was very happy to work for Chalk's. The first officer was hired in April, 2005. He had not been subject to any disciplinary problems, and all pilots said he was great to fly with.

The company had 11 pilots excluding the two accident pilots. Several first officers were in the process of upgrading to captain.

Interview:	Robert J. Lutz, Grumman Mallard Captain Chalk's Ocean Airways
Represented By:	Self
Date:	December 21, 2005
Time:	1040 EST
Location:	Chalk's Ocean Airways Headquarters, Fort Lauderdale, Florida
Present:	Egge, Brenner, Larsen

During the interview, Mr. Lutz stated the following information:

Captain Lutz completed his Private Pilot Certificate through Airline Transport Pilot and three flight instructor ratings at ATP Inc., a private company in Fort Lauderdale, Florida. He became an instructor for ATP, Inc., providing flight instruction in Piper Seminole airplanes. He then became an instructor at the Airline Training Academy (ATA) in Miami, Florida, where many of Chalk's Ocean Airways first officers got their pilot certificates. Captain Lutz was hired by Chalk's in March, 2003, flew as a first officer for two years, and then upgraded to captain. He had completed 500 hours as PIC in the Grumman Mallard.

He never flew with the accident captain because they upgraded to the captain position at the same time. He stated that she was a happy person who was excited to be a new captain.

Captain Lutz flew about three times with accident first officer, most recently on December 3, 2005. Captain Lutz was the first captain to fly with the accident first officer after the accident first officer competed his IOE. As a pilot, the accident first officer was very responsible. Captain Lutz, who described himself as picky, had no complaints about the accident first officer's performance and trusted his decision-making. The accident first officer's flying skills were appropriate or slightly more advanced than would be expected of a new pilot on the Grumman Mallard. Their flights together were routine and the accident first officer followed standard procedures.

Captain Lutz stated that the accident first officer was a happy person who went out of his way to help other pilots. He had a good sense of humor. The accident first officer grew up in Pennsylvania near Captain Lutz's hometown and, as a friendly gesture, the accident first officer would return from visits to Pennsylvania bringing soft pretzels or "scrapple" (local Pennsylvania bacon) for Captain Lutz. At the Christmas party, the accident first officer indicated that he had just brought Captain Lutz some "scrapple."

Morale among pilots was on the upswing but had reached a low point around December 2004. This was mainly because of issues involving maintenance. A company flight experienced an in-flight event when an elevator cable broke during

climb-out from Nassau/Paradise Island (PID) in the Bahamas. The crew landed successfully at Nassau International Airport using elevator trim. Following this event, all pilots and dispatchers met at someone's home to voice concerns about maintenance. There was a widespread perception that pilot complaints were not properly addressed by maintenance and that it was often necessary to write up the same problem repeatedly until it was fixed. The pilots wanted the airplanes fixed and were willing to see the company close if the issues were not addressed. Three captains (out of six captains in the company) resigned from the company. Only one of these captains had arranged an alternate job at the time.

Since that time, the company appeared to respond with improved maintenance efforts. There had also been management changes and pilot pay improved. Scheduling issues were also improved, allowing pilots more time between flights. Previously, the company scheduled really "tight turns" that pressed pilots to complete all activities between flights (which included getting through customs and preflighting the airplane).

Pilots had observed airplane fuel leaks, including leaks at the wing root, and these sometimes had to be written up multiple times before they were fixed. Last year, the same fuel leak was written up 10 to 15 times. They had also experienced problems with landing gear and hydraulic systems. Problems with the engine indications almost always turned out to be a gauge problem. The engines were recently running really cool compared to previous years. There were airplane flutter problems where the pilot would feel the airplane "shutter" on the yoke. Sometimes this went away with minor control adjustments. These flutter problems occurred at 160 knots airspeed and were different from the low-speed flutter problem that kept airplane 142 off-line for one month. This problem was found to be related to a wrongly-shaped cowling.

Captain Lutz had personally experienced a power failure involving a P_3 pressure line snapping. He had also experienced light bulbs and switches that did not work on the airplanes. He believed that the mechanics were trying to do a good job but were hampered by a lack of parts. The company needed to commit more funds to support them. Captain Lutz did not see a major safety concern related to maintenance and was not personally concerned about flying the airplanes.

The company bought all available spare parts from Grumman along with blueprints for making new parts. Periodically, the company redesigned parts, for example, to prevent tail flutter. The company DER [Designated Engineering Representative] approved a new trim actuator.

The Mallard was an old airplane and it sometimes "took a beating" on the water when they hit an unexpected boat wake. The boat ramps they drove up were pot-holed and hard on the landing gear. The airplanes were incredibly strong.

Captain Lutz characterized pilot pay as average by industry standards but without a structured increase schedule over time as provided by other companies.

First officers normally performed the preflight inspection while the captain checked weather. The captain checked the flight controls and flaps.

Interview:	Robert S. Higgs, Grumman Mallard First Officer Chalk's Ocean Airways
Represented By:	Self
Date:	December 21, 2005
Time:	1135 EST
Location:	Chalk's Ocean Airways Headquarters, Fort Lauderdale, Florida
Present:	Egge, Brenner, Larsen

During the interview, Mr. Higgs stated the following information:

Mr. Higgs stated that he is a first officer on the Grumman Mallard and is not type-rated in the airplane. He received his Commercial Pilot Certificate and CFI in 1999. He worked in the Cirrus Aviation design department. He went through ground school at Mesa (Air Midwest) and then was hired by Chalk's Ocean Airways on March 3, 2003.

He last flew with the accident captain in September 2005 and estimated that he had flown with her between 10 and 20 times. He stated that she was an excellent pilot, the best; he loved to fly with her. She had good decision-making skills; she knew when to say no to weather. She was very conscious of both passenger and company needs and she had good stick and rudder skills. She "knew the boat and the water."

He had started seeing her more, socially, since she made captain status. She always had a smile on her face. She had no personal problems that he was aware of and her health was good; she was never out sick.

Morale at the company was really good, particularly with the arrival of new first officers. They are happy and they all hang out together; they have a good time together. It's fun.

The pay seems a little low compared to industry standards but this is the most amazing flying in the world. He loves boats and he loves airplanes and he gets to do both.

The maintenance is great. When there is a problem, they write it up and it gets fixed. If it does not get fixed, the airplane is grounded until it does get fixed. He would not fly these airplanes if he thought they were unsafe.

During preflight, he looks in the wheel wells; he looks at the flaps and then looks at the wing from the aileron to the wingtip along the leading edge. He checks the fuel quantity by getting on top of the wing; in fact, he gets on top of the wing every day multiple times. Further, he makes sure the fuel caps are secure and he checks that the cowling is secured. Captains usually come out to the airplane and do a walk-around. The accident captain used to do that and she also "stuck" the tanks. She used a ladder

or air stairs to get to the fuel tanks. One can also climb on top of the fuselage from the aft door.

The accident first officer was a great guy; he loved this company. When Mr. Higgs was upgrading to captain, he and others went to the accident first officer's house and the accident first officer would ask them questions about the airplane all day. If the accident first officer had been quizzed, he would have gotten a ninety-nine percent grade.

He last saw the first officer at the company Christmas party. The first officer was dancing in a white shirt and Christmas tie and having a great time.

He experienced a fuel leak in the Mallard over a year ago. It turned out to be a leaking fuel strainer. This is not a common issue for this type of airplane.

Mr. Higgs emphasized that the accident captain was experienced in this airplane. The accident first officer was not as experienced because he just got "in the bird."

A seaplane rating is required to be considered for a job there as a pilot. They have in-house ground school and flight training. They had a company check airman named "Jacques" who recently worked part time for the company until the POI recently got checked out in the airplane to do type rating rides.

He experienced a right-engine failure about a year ago. A blade let go during climb out and shredded all other blades on the engine. They secured the failed engine and returned successfully to the airport. He has had a fuel control unit go out, resulting in a low power setting. In that case they flew over the airport so that they would be prepared to glide to the airport if necessary but they were able to land uneventfully.

On another occasion, he was the flying pilot climbing out of PID when an elevator cable broke. The airplane pitched up and he pushed the elevator forward. The captain immediately trimmed the airplane nose down. They used a bank angle of 45 degrees and also used power to control the pitch of the airplane; subsequently, they were able to land successfully. The weight and balance was right, and they were fortunate to prevent an accident. The company now installs plastic-coated cables in the airplanes with a hard-time limit for replacements. This incident occurred on November 29 or 30 in 2004.

He has gone through ground school and flight training and is now awaiting the captain upgrade check ride.

Interview:	Scott S. Adams, Grumman Mallard First Officer Chalk's Ocean Airways
Represented By:	Self
Date:	December 21, 2005
Time:	1345 EST
Location:	Chalk's Ocean Airways Headquarters, Fort Lauderdale, Florida
Present:	Operations Group

During the interview, Mr. Adams stated the following information:

He stated that he is currently employed by Chalk's Ocean Airways as a first officer on the Grumman Mallard. He obtained his commercial, multi-engine and flight instructor pilot certificates at the University of North Dakota. He worked as a flight instructor in Wisconsin for two and one half years. He was then employed for two to three months by Max Air, a FAR Part 135 charter airline flying Barons and Navajos. He then was employed by Piedmont Airlines for 10 months flying Dash 8s. He has now been employed by Chalk's Ocean Airways for eight months.

He and the accident captain flew the accident airplane on an operational check flight last Saturday [December 17, 2005] that lasted about 15-20 minutes. All the systems were checked and the airplane felt "tight, solid, no abnormals." There was only one minor problem with an intermittent landing gear in transit and gear down light. He stated that before the flight, he accomplished a preflight inspection of the airplane. He took his time so that he would miss nothing. No fuel, oil, or hydraulic fluid leaks were observed. There were no fuel stains on the airplane. He did see some evidence of fresh grease where fittings were lubricated. The captain was the pilot flying and Mr. Adams acted as the pilot-not-flying on the acceptance flight.

After the acceptance flight, he and the accident captain flew the accident airplane for 10 flight segments in revenue service. The airplane is always hand-flown as no autopilot is installed. The airplane felt good. The captain commented to him that it came out of maintenance in good shape. There was nothing out of the ordinary about the airplane. There were no unusual vibrations. It was a "good day, happy pilots."

Mr. Adams described the accident captain as a happy, outgoing person who was interested in sailing and diving. She had moved from the west coast to take the job with Chalk's Ocean Airways. One night at dinner, they discussed how "cool" this job was. It was not the money but love of this kind of flying that attracted them to the job.

On December 17, 2005, he and the accident captain had to remain overnight at Paradise Island. The flight back to Fort Lauderdale was cancelled because it would have gone beyond sunset. They are only authorized to fly in day VFR conditions. Mr. Adams stated that he and the accident captain stayed at a hotel. While there, they

discussed routine things. He described the accident captain as “chipper.” There was also a general discussion about the airplane. He was new to the company and liked to ask questions.

He went to bed about 0030 to 0100 and got up about 0630 to 0645. When they met in the morning to fly back to Fort Lauderdale, she seemed rested to him.

Mr. Adams stated that the accident airplane always seemed sound to him during his experience of flying it before the “C” Check. He had no concerns about the airplane vibrating. Once in a while the tail would vibrate but they could make it stop vibrating by adjusting the elevator trim. He stated that everybody knows that the company is following the rules; he has the utmost trust in the company. His only concern was the lack in use of X-rays to determine the condition of these old airplanes. If they did that, they would have a better understanding of the condition of these airplanes. He stated that “maintenance bends over backwards for us.”

He could not think of anything else that we did not ask that would help with the investigation.

Interview:	Erik A. Larsen, Chief Pilot Chalk's Ocean Airways
Represented By:	Self
Date:	December 21, 2005
Time:	1430 EST
Location:	Chalk's Ocean Airways Headquarters, Fort Lauderdale, Florida
Present:	Operations Group

During the interview, Mr. Larsen stated the following information:

He stated that he had been employed by U. S. Aviation in Ogden, Utah, as a flight instructor. He then was employed by ACA in Lakeland Florida as a flight instructor. After that, he was employed by Jack Brown's Seaplane Base as a flight instructor. His date of hire with Chalk's Ocean Airways is May 15, 2001.

He stated that he flew with the accident captain on a number of flights. She was a "fantastic pilot, unflappable." He knew her both professionally and socially. She loved life and she liked everybody. If you were having a bad day, you meet her and it became a good day. In addition to judgment, she had good flying skills.

He had flown with the accident first officer three or four times. He last flew with him when the accident first officer was completing his initial operating experience. He described the accident first officer as a great guy who wanted to learn. He was good at judging the boats in the harbor when landing. For a rookie, he made good decisions. As a person, he was an amicable guy who was always in a decent mood. He never complained about anything. The accident first officer was hired by the previous Chief Pilot. One person does not make the hiring decision at the company; others are involved as well.

As Chief Pilot, his duties and responsibilities include being custodian of the manuals, in charge of training, and he is the liaison between the FAA and the company. When he first became Chief Pilot, the company did not have an Aircraft Operating Manual. He helped the previous Director of Operations create one, which was approved by the FAA.

He is a flight instructor for the company and he is working on becoming a check airman. Jacque Melbeuf is the main check airman for the company and works on an as-needed basis. He and Mr. Melbeuf teach ground school.

Mr. Larsen stated that he flew the accident airplane about two weeks before it went into maintenance for inspection. It was perfectly normal. In the past, engine hot section temperatures would rise if water were ingested but he noticed that in the last six or seven months, the engines were running cool.

The pilots got together for an informal meeting last year. It was a tough time. Several pilots quit the company. The prevailing opinion was that the pilots thought the company maintenance personnel were just looking at problems and not doing anything about them but he thinks “that’s ridiculous.” Most of the problems with the airplanes were electrical in nature. Typically, a problem would start out as a “twitchy” gauge which would then become more frequent. Things are getting better. The previously recurring problems do not recur as much. It does not take as long to get things fixed anymore.

Mr. Larsen stated that airplane number 142 had a low-speed flutter. It turned out to be a cowling problem. They also found a cracked wing panel going into the cabin. It was not a wing spar; it was airplane “skin.”

He has flown airplanes that experienced vibration; once a year maybe. He always thought this was caused by asymmetric elevator trim tabs. When adding some forward trim in cruise, it smoothed out. He did not recall any vibration in the accident airplane.

Mr. Larsen stated that pilots have not mentioned any serious concerns about maintenance to him, just the “usual gripes.”

When he flies, he reviews the maintenance log every time.

At a CASS [Continuing Analysis and Surveillance] meeting last month, he recalled the PMI [Principal Maintenance Inspector] mentioning a vibration problem. It was enough of a concern to make the PMI ask the company personnel what they were doing about it. Mr. Larsen discussed it with maintenance personnel and they said they did not know what was causing it for sure. They removed and replaced elevator trim tabs and the elevators themselves. It was definitely an aerodynamic problem but he could not speculate what was causing it.

On the day of the accident, he was on a flight from Fort Lauderdale. The flights that morning had been delayed because of weather. He was expecting to get a call from the accident captain for a weather update after her flight landed at the Miami Seaplane Base.

The pilots that left the company after the meeting that was previously mentioned, left because of concerns about maintenance. Those pilots thought their concerns were falling on “deaf ears.” At the time he was a line pilot and agreed with that assessment but as Chief Pilot, he now knows better.

He stated that these airplanes have fluttered off and on for years. This only occurs in cruise and descent.

He stated that he flies the line about 10 days a month. He averages 10-15 days a months if flight instructing is counted. He creates the work schedules for the pilots. He makes three bid lines for the captains and he flies what is left over.

He was told about the accident by a dispatcher in Fort Lauderdale when Mr. Larsen was waiting to depart on a flight.

The Mallards typically cruise about 145-160 knots. The airplanes always come back to Fort Lauderdale at the end of a day's flying. They are parked on the ramp.