UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

Interview of: ERIC MARSHALL

Waterford Police Department 5150 Civic Center Drive Waterford, Michigan

Wednesday, March 12, 2014

The above-captioned matter convened, pursuant to notice.

BEFORE: MITCHELL GALLO Accident Investigator

APPEARANCES:

MITCHELL GALLO, Accident Investigator Office of Aviation Safety National Transportation Safety Board (NTSB)

E. BARRY ROGERS, Aviation Safety Inspector Air Carrier - Operations Federal Aviation Administration (FAA) East Michigan Flight Standards District Office Belleville, Michigan

BARTHOLEMEW ANGLE, Aviation Safety Inspector General Aviation - Operations Federal Aviation Administration East Michigan Flight Standards District Office Belleville, Michigan

DEAN G. GREENBLATT, ESQ. Dean G. Greenblatt, PLC (Representative on behalf of Mr. Marshall)

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1	<u>INTERVIEW</u>
2	(4:39 p.m.)
3	MR. GALLO: Mr. Marshall, thank you for joining us, and
4	as I asked the other interviewees, you're entitled to have a
5	representative and of your choice, whomever you want, and is
6	Mr. Greenblatt the representative that you want here?
7	MR. MARSHALL: Yes.
8	MR. GALLO: Thank you.
9	INTERVIEW OF ERIC MARSHALL
10	BY MR. GALLO:
11	Q. To start out with, can you describe your flying
12	experience and aviation background before you came to Royal Air?
13	A. Let's see, I did a lot of Part 91 flying, general
14	aviation flying, and then I got into Part 135 flying with Sierra
15	West Airlines. Upon completing my employment there, I went to
16	Seaborne Airlines which is located in the United States Virgin
17	Islands. I stayed there for approximately 10 months. Upon
18	leaving there, is when I came to Royal Air.
19	Q. Okay.
20	A. In November of last year, approximately.
21	Q. So you started about November 2013?
22	A. Correct.
23	Q. Okay. And how much, as far as hours, flight experience
24	in total, make and model on different types of aircraft you've
25	flown?

1 Α. I don't understand what you're asking. Are you -- you 2 want to know my total time? 3 Ο. Total time and breakdown in multi-engine aircraft, 4 turban aircraft --5 Let's see. Α. 6 0: -- single. If you -- just estimates. 7 Total timewise is a hair over 2300 total time, and I'm Α. not sure on the other hours off the top of my head. 8 9 Ο. And when you applied to Royal Air, where else did you 10 apply to? 11 Α. I don't remember. 12 Q. Okay. And when you applied -- can you kind of take me 13 through the interview and what was asked of you and --14 I had to travel up from Seaborne in order to come to the Α. 15 interview. It was a two-part interview process. First we did a 16 phone, just a real informal phone interview, get a feel for the 17 organization, get a feel for me. 18 Then I was invited to come in and speak with them and 19 see them face-to-face. Let's see, we went over a couple things in 20 my history, the type of flying that I've been doing, why I feel I 21 might be qualified for this type of job, how I would make the 22 transition from flying turboprop aircraft to jet aircraft, things 23 like that. After that was done, I came back again, and then that 24

25 was the final interview and that's -- it was pretty must a rehash

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1 of everything that we had done prior with a couple extras that I 2 don't recall, and then from there is when they offered employment. 3 Ο. Did you fly an airplane during -- when you came up for 4 the interview? 5 Α. Yes. 6 Ο. And what airplane did you fly? 7 It was a Lear 35. Α. And did you fly it from the right or left seat? 8 Ο. 9 Α. I flew it from the right seat. 10 And who was the person in the left seat? Q. 11 Ron, is our chief pilot, Ron Birnie. Α. 12 Q. Okay. And along with Mr. Birnie, was anybody else 13 aboard the airplane? 14 Let's see. I'm not sure. Α. I'm not sure. I don't, I 15 don't remember. 16 And before we get too far into the interview, just going Ο. 17 back, you said you worked for Seaborne. Where was that located 18 at? 19 The U.S. Virgin Islands, on St. Croix. Α. 20 Q. And -- so were you PIC? 21 Α. No, I was a SIC. 22 And what kind of flying do they do, because I'm not Q. 23 familiar with Seaborne? 24 Α. Seaborne is a Part 121 operator. They have regularly 25 scheduled flights in the Caribbean, through Puerto Rico, the

1

British Virgin Islands, and to include Puerto Rico as well.

2

Q. And so why did you leave Seaborne?

A. The distance for travel back to the U.S. to there was just a little bit too strenuous on me and at the time I was going through a personal matter.

Q. Okay. Thank you. And then let's now jump forward
again, during your interview where you were flying right seat in a
Learjet, was it?

9 A. Correct.

10 Q. What maneuvers were you doing during this flight and 11 what did you discuss?

12 Α. It was more so a ride-along. We didn't conduct any maneuvers. It was more of a familiarization kind of fly. I don't 13 14 recall off the top of my head, where we went; however, I do have 15 it in my logbook. I just don't remember off the top of my head, 16 but anyways -- and it was just a familiarization with, hey, this 17 is what this is, this is what this is, this is what it looks like, 18 this is how the aircraft responds to you when you do that. Just 19 -- pretty much that was it.

20 Q. And were you told that the position they were looking 21 for was an SIC Learjet position?

22 A. Correct. Yes, I was.

Q. Was it at any time discussed that you would fly a
different type of aircraft, like a Cessna 310, or --

25 A. Not at the time of that interview, no.

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1 Q. And so currently are you just SIC Learjet?

2 A. Correct. I am.

3 Q. And how long was that interview, how long did it last 4 when you showed up here in person?

5 A. I would say approximately an hour in the air and an hour 6 on the ground.

Q. All right. And then when did you say, "okay, I want to work here," or when did you get an offer for employment?

9 A. On the second interview. And that's -- yeah, on the 10 second interview.

Q. The end of that day where you flew?

A. I don't know if it was the -- I don't recall if we did the flight the first interview and then the second interview was just a conversation or I might be mixing them up, but it was the second interview for sure.

16 Q. Okay. So it would be fair to say within several days 17 after that interview, after the second interview?

A. Well, there was a large span of time in between, like
maybe a week or 10 days --

20 Q. Okay.

11

21 A. -- between interviews.

Q. Okay. All right, and then once you received and
accepted an offer of employment, how soon did you start training?
A. I want to say within 2 weeks, 2, 3 weeks, approximately.
Q. Do you recall what your first day of training was like?

1 Yes. It was -- well, I'm sorry, yes, I do. Α. 2 Okay, and what was that like? Ο. 3 Α. It was a lot of sitting around and waiting. We started 4 a little late in the day. 5 And who called you in for that training? Ο. 6 Α. Actually, they didn't call me in for it. They told me 7 to show up at this time and upon showing up at that time we would discuss what we would do for the day. 8 9 Ο. Okay. And who called you to show up? 10 I spoke with Ron Birnie. Α. 11 And so you came in for training and so what was the plan Q. 12 going to be as far as your training? Α. 13 We conduct the ground school first and after finishing 14 the ground school, we'd get into the flight portion of the 15 training. 16 And how long did the ground school last? Ο. 17 Α. I don't recall exactly, but over the course of several 18 weeks. 19 And was it Mr. Ron Birnie providing ground school or was Ο. it Mr. Kirt Kostich providing the ground school? 20 21 Α. Both. The primary was Ron Birnie. 22 So did you spend more time with Mr. Birnie than Q. 23 Mr. Kostich? 24 Α. Yes. 25 How did you find the training compared to your previous Q.

1 employment at Seaborne, which was ISA Part 121 carrier? 2 Α. Well, because Seaborne is a 121 carrier, theirs is, I 3 think, a little bit more stringent or regimented rather than the 4 135. 5 Did you have any previous 135 experience before this? Q. 6 Α. Yes. 7 Okay, and that was with Sierra West? Ο. 8 Α. Correct. 9 Ο. And how did their training compare to Royal Air's 10 training? 11 Α. It was about the same. 12 Q. Do you recall the date of your first training? And you 13 can reference your logbook, too, if you want. 14 The first training flight, is that what you're asking Α. 15 me? 16 Probably the first ground training, when you first --Ο. 17 Α. I don't have documentation with me for the ground 18 portion. 19 Q. Okay. Okay, that's fine. All right, then since you have that open, regarding your first flight training. 20 21 Α. Let's see, that would be -- that was October 11th, 22 October 11th of 2013. 23 Okay, that was your first flight training in the Learjet Q. 24 at Royal Air? 25 Α. Correct.

1 Q. Okay. And who was that with?

2 A. Ron Birnie.

3 Q. But, wait, did you start in November or did you start in4 October of 2013?

5 A. I started -- they had me, my hire date as November 6 of 6 2013, but we started training, it looks like, prior to that.

Q. Okay, thank you. Did you find the Learjet challenging8 to fly?

9 A. Yes.

10 Q. Even with your previous 121 turbine experience?

11 A. That's correct, I did.

12 Q. Okay. And how long did your training last? Was it just 13 in October or did you -- like, when did you complete your 14 training?

15 A. I don't recall.

Q. Okay. Did you do any flying in December with any training flights with Royal Air, in December of 2013 and January 2014?

A. December? Let's see, I have training flights -- I have the one training flight in October and then in November and the check ride was in December.

22 Q. What date was the December check ride?

23 A. That's December 4th, 2013.

24 Q. December 4, 2013?

25 A. Correct, 12/4/13.

Q. And would you describe the check ride, the tone in the
 cockpit, was it laid-back? How was the tone in the cockpit?

A. I was nervous. I mean, you know, I wanted the job so I was probably making a bigger deal of it than what it was. But the tone was pretty relaxed.

6 Q. Did you have to repeat any maneuvers during the check 7 ride?

8 A. I did not.

9 Q. If you didn't pass any portion of the check ride do you 10 think you would have been able to get retrained by the company?

11 A. I believe so.

Q. Going back to your ground training, did you have any difficulties in going through the ground materials, since you had previous 135 experience?

15 A. Nothing outside of the ordinary.

16 Q. Were you able to -- do you get any a -- well, what were 17 your quizzes like regarding ground training?

18 A. I don't understand.

19 Q. Did you have any quizzes that were given to you?

20 A. Written guizzes?

21 Q. Written or oral.

22 A. Oral quizzes, yes.

Q. Just oral. And how many times did you have a quiz during your ground training?

25 A. Pretty much every day.

Q. Was there anybody else in your -- was anybody else training at the same time you were training to fly any other aircraft?

4 A. Yes.

5

Q. And who was the person?

A. His first name was Gary and I do not recall his last name. And to clarify, for these quizzes, they were more of a back and forth repartee fashion. It wasn't just hammering or just shooting out questions. It was, we'd ask questions and he'd respond, and then he'd respond with questions and we'd answer the questions, in that style.

12 Q. And the other pilots that were training, did you ever 13 meet Mr. Andy Demos?

A. I did not meet him personally. I ran into Kirt andBirnie while they were interviewing him for a position at Royal.

16 Q. You didn't talk to Mr. Demos, then?

17 A. No.

18 Q. What kind of quiz questions were asked of you during the 19 ground training?

A. Systems questions, weather; mainly on systems of theaircraft.

22 Q. Anything about the op specs?

23 A. Not that I recall.

24 Q. So what do you like about working at Royal Air?

A. It's a very relaxed environment. They make you feel

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like a part of a group or a family as opposed to a number in a
 crowd.

3 Q. Are there any negatives?

A. The schedule is a little hard, but outside of that --5 it's 135, it's on demand. Outside of that, I'd say no.

Q. Is there any difference as far as rest with 135 cargo
versus 135 passenger, and I'm assuming that Sierra West was 135
passenger.

9 A. Incorrect. Sierra West was also a 135 cargo.

10 Q. All right. Well, I'll ask the same question then: Any 11 difficulties with rest and fatigue with flying with cargo?

12 A. No.

Q. And the same goes when you were at Sierra West? A. We had a lot longer days at Sierra West. The aircraft we were flying was a lot slower. So, whereas a typical day at Royal Air would be maybe 4 to 5 hours, on average, of flying, it was more of 9 to -- it could be anywhere plus to 11 hours of flying with the other operator.

Q. Okay. Well, since you're an SIC in a Learjet, and then of course there is a PIC, how do you two coordinate once one of you or both of you get notified? So if a trip comes in, who gets notified and then how does the crew get together and meet wherever they meet?

A. Dispatch will typically contact the PIC first and then dispatch will contact me, or the SIC, and then we're both told to

1 report to the airport within 30 minutes of our call time.

2 Q. Okay. Going back to your Part 135 check ride at Royal 3 Air for the SIC Learjet position, and you said that was on 4 December 4th, can you just tell me the maneuvers that you did in 5 flight?

A. Yes. We did steep turns. We also did approaches. We did two approaches: localizer and an ILS at Flint. We also did a stall, I believe stall series as well.

9 Q. Okay, and what were the configurations of the stalls?10 A. Dirty and clean.

11 Q. Okay, and for the dirty stall, what's the configuration 12 and power setting used?

A. The gear down, flaps at 8 degrees. At one point -- no we didn't use spoilers -- as far as I can recall that's what we did, with the gear down and the flaps at 8.

16 Q. And then what's the recovery that you used from the 17 dirty stall? What's the technique?

A. It's a go-around technique. It's just go-around power, flaps -- actually, we had flaps 20 -- I'm sorry -- flaps 20 on the maneuver. Then for the go-around, it's go-around power, flaps 8 initially, gear up, positive rate, flaps up, takeoff checklist.

Q. And I assume you're based out of Pontiac; is that correct?

A. That is correct.

25 Q. And now have you flown any other airplanes in and out of

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Pontiac besides the Learjet?

2 Α. Several years ago, yes. 3 Ο. With that experience in Learjet, any difficulties in 4 flying the ILS 9-Right approach at night in bad weather? Anything 5 that would trip you up? 6 Α. No, not -- no. 7 Did you receive CRM training at the 121 carrier that you Ο. were at? 8 9 Α. Yes. 10 And did you receive that also here? Q. I don't remember if we did. 11 Α. 12 Q. And coming from a 121 environment, you understand the 13 concept of stabilized approaches? 14 Α. Yes. 15 Ο. Okay. Was there any such training or discussion about 16 stabilized approaches during your training here, at Royal Air? 17 Α. Yes. 18 Ο. All right. That's all the questions I have. 19 MR. GALLO: If I could just take a look at your logbook and I'll make some photocopies of it, just the most recent one 20 21 will suffice. And then let me pass the questions on to Barry, one 22 of the other inspectors here. 23 BY MR. ROGERS: 24 Q. You said you received training on stabilized approaches 25 here?

1 A. Yes.

2	Q.	Can you describe what a stabilized approach is?
3	Α.	When we were flying the Lear, if we were shooting an
4	approach :	into Flint, we'd have to be, we'd have to be the word
5	escapes me	e established inbound and clear for the approach
6	before de:	scending or stabilized before descending or anything
7		ort. And we just went over that sort of thing and what
8		like, the site picture in the Lear aircraft.
9	Q.	What configuration are you in or configured to for a
10		d approach?
11	Α.	Gear down, before landing checklist complete, flaps to
12		eed at plus 30 on ref; so ref plus 30.
13	Q.	And is that at the outer marker, before the outer
14	y. marker?	That is that at the bactrimarker, before the bactri
15	A.	Before the marker. Before the marker.
16	Q.	Okay, and once you've established the stabilized
17	approach,	what criteria is used to determine an unstabilized
18	approach?	
19	Α.	If you're left or right of course, if you're below the
20	glideslope	e or above the glideslope, prior to or after the marker,
21	and clear	for the approach but you're not ready for it.
22	Q.	And if you're become unstable what are you supposed
23	do?	
24	Α.	Go around.
25	Q.	Can you go down to a certain altitude and try to

1 reestablish a stable approach or do you just have to initially go 2 around? 3 Α. Are you asking me as a pilot or are you asking what Air Royal -- Royal Air's procedures is? 4 5 Royal Air. Q. 6 Α. So far, as I know, it's to go around. 7 Ο. Okay. I wasn't told to -- anything else that we can do. 8 Α. 9 Q. Have you ever found yourself in that situation? 10 Where we were --Α. Unstable. 11 Q. 12 Α. No. I'm sorry, if I could just interject for a moment. 13 The 14 copies of the logbook are just for record, or? I thought you guys 15 were going to examine it. I'm just not sure what --16 MR. GALLO: The copies are -- well, what do you mean by 17 record? 18 MR. MARSHALL: I didn't know if anybody else had copies 19 taken of their logbooks or not. I'm just not clear --20 MR. GALLO: Oh, yeah, I've been taking --21 MR. MARSHALL: Okay, okay. 22 MR. GALLO: -- other people's logbooks. It's rather than my taking your logbook and looking through it --23 24 MR. MARSHALL: Oh, okay, I understand. 25 MR. GALLO: -- just so I can have it and reference some

1 other material we have.

2		MR. MARSHALL: All right.
3		MR. ROGERS: Do you have any questions?
4		MR. ANGLE: Just a couple.
5		MR. MARSHALL: All right.
6		BY MR. ANGLE:
7	Q.	My name's Bart Angle. I'm with the FAA.
8	Α.	Okay, Bart.
9	Q.	During you flight training, were you trained on ILS
10	approache	s?
11	Α.	I was.
12	Q.	Okay. During your flight training at Royal Air, did you
13	execute a	n ILS to a missed approach?
14	Α.	Yes.
15	Q.	And did you do an ILS to a landing?
16	Α.	Yes.
17	Q.	And then the same goes for the check ride; were you
18	evaluated	on an ILS to a landing and a missed approach on the
19	check rid	e at Royal Air?
20	Α.	I remember the ILS to an approach. I do not recall an
21	ILS to la	nding. I'm pretty sure we did, but I'm not sure. I
22	don't rem	ember.
23	Q.	Okay. Do you recall on the flight training and the
24	check rid	e if you used a view-limiting device to simulate
25	instrumen	t conditions?

- 1 A. I don't remember.

2	Q.	Okay. And then during the course of your either your
3	ground or	your flight training at Royal Air, did you were you
4	given tra	ining on a situation where if you're flying an ILS
5	approach,	you reach minimums or decision altitude and the only
6	thing you	have in sight are the lead-in lights or the,
7	quote/unqu	uote, "rabbits"? Are you familiar with that type
8	situation	or were you trained on it?
9	Α.	Can you repeat your question?
10	Q.	You're on an ILS approach.
11	Α.	Okay.
12	Q.	You reach decision altitude and you see the lead-in
13	lights or	the sequencing flashers, or some pilots call it the
14	rabbit.	
15	Α.	The rabbit, yeah. I understand. Was I trained on?
16	Q.	On what to do at that exact moment as far as continue
17	versus go	around?
18	Α.	So you're asking me was I trained on what to do in that
19	situation	?
20	Q.	Or was it discussed?
21		MR. GREENBLATT: The premise of your questions is,
22	assuming	that the runway environment's not in sight, you just use
23	those fla	shers?
24		MR. ANGLE: Yes.
25		MR. ANGLE:

Q. Assuming all-- you do not have the runway environment in
 2 sight.

Α. Okay. You do not have the approach lights in sight, yet you've Ο. reached decision altitude, yet now you visually see the sequencing flasher but that's all you see. Did they give any type of training on what to do in that case, if you recall? Α. I don't recall. I don't recall. Ο. Okay. Do you -- were there any deficiencies in your training at Royal Air? Α. Could you define deficiencies? Q. In your mind, anything that you felt might have been lacking that you should have been trained on but weren't? Α. No. MR. ANGLE: Okay. That's all I have. MR. GALLO: Do you have any other questions? MR. ANGLE: No. BY MR. GALLO: I just have a couple left. Q. Α. Okay. Q. On your check ride, I'm looking at your logbook, and it's December 6 -- and I'll just give this for your reference --Okay. Α.

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Q. -- and you can have your logbook back. I'm finished with it.

- 1 A. Okay,
- 2 Q. Thank you.

3 A. December 6th, okay.

Q. All right, and the total for that is -- the total flight
5 time for that?

- 6 A. Oh, for December 6th?
- 7 Q. Right.
- 8 A. I have down 3 hours.
- 9 Q. Okay. Was that flight -- were there two legs for that 10 flight?
- 11 A. Let's see. By two legs, what do you mean?
- 12 Q. Did you depart PTK and go to an airport and then from 13 that airport you went --
- 14 A. Yes.
- 15 Q. -- somewhere --

16 A. We went to HPN. I'm not sure what airport that is, but 17 from Pontiac, HPN, and then back.

- 18 Q. Did you shut down at HPN?
- 19 A. Yes.

20 Q. And then did you park somewhere when you shut down?

A. I'm pretty sure. I don't remember where though.

22 Q. Okay. So how long were you shut down at HPN then?

23 A. I have no idea.

Q. On that flight from PTK to HPN, and then I guess you came back, which leg was training and which leg was --

1	Α.	This
2	Q.	check ride for on the December 6th?
3	Α.	I think you may have your dates mixed up.
4	Q.	Okay. What date was your check ride then?
5	Α.	The check ride I have here is December 4th of 2013, and
6	I have it	here noted as Royal Air check ride.
7	Q.	Okay.
8	Α.	After the flight on December the 6th was just a
9	normal fl	ight, a normal trip to New York.
10	Q.	Okay. Let's see. I just have these papers I have to go
11	through.	
12	Α.	Okay.
13		MR. GREENBLATT: I think HPN is White Plains.
14		MR. MARSHALL: That sounds right.
15		MR. GREENBLATT: Westchester County.
16		MR. MARSHALL: That sounds right.
17		(Noise.)
18		MR. GREENBLATT: I guess that's not the light switch.
19		MR. ROGERS: That woke me up.
20		MR. GALLO: All right, just bear with me. I'm trying to
21	find the	paper that I'm looking for.
22		MR. ROGERS: Is this what you're looking for?
23		MR. GALLO: No.
24		BY MR. GALLO:
25	Q.	Was your check ride, was it combined with any other

1 flights on that -- on the 4th, right?

2 A. On the 4th, correct. Was it combined with any other 3 flights?

4 Q. Yes.

5 A. I'm not sure I understand.

Q. Was it like at 135 flight and you were coming back Part7 91 and then you did the check ride?

8 A. No.

9 Q. So you didn't have a check ride on December 6th?
10 A. No. I have it listed -- well, I have it listed in my
11 logbook as December the 4th.

12 Q. Okay.

A. However, if the training documentation -- that would be the more accurate record, because I had made a correction on 15 12/6 --

16 Q. Okay, so --

17 A. -- in the logbook.

Q. Okay, so -- okay. So where did you go on the 6th then? A. On the 6th, per my logbook, I have going to Pontiac to HPN to Pontiac, but the date I have in the logbook looks like I made a correction. So far as I know, my record in the logbook says 12/6, but again, the accurate record would be from the logs kept at the base.

24 MR. ROGERS: Who were you flying with on that trip?
25 MR. MARSHALL: I believe that was with Kirt.

1		BY MR. GALLO:
2	Q.	Was there anybody else on that flight?
3	Α.	Not that I recall.
4	Q.	So, going back to the 6th, are you showing you went to
5	White Pla	ins?
6	Α.	HPN, if that's White Plains, then yes.
7	Q.	Correct, HPN. Do you think you did did you do any
8	training	during that flight?
9	Α.	No, not so far as I recall.
10	Q.	So what was the purpose of the flight then?
11	Α.	That was an actual revenue trip.
12	Q.	Okay.
13	Α.	For me that is. It may have been just a reposition as
14	far as th	e company is concerned, but
15		MR. GALLO: All right. Do you have any other questions?
16		MR. ANGLE: No.
17		MR. ROGERS: No.
18		MR. GALLO: That's all the questions I have. Thank you
19	very much	•
20		(Whereupon, at 5:16 p.m., 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: JANUARY 10, 2014 CESSNA 310R, N3829G, ROYAL AIR FLIGHT 907 PONTIAC, MICHIGAN Interview of Eric Marshall DOCKET NUMBER: CEN14FA110 PLACE: Waterford, Michigan DATE: March 12, 2014 was held according to the record, and that this is the original, complete, true and accurate transcript which has been compared to

the recording accomplished at the interview.

Kristen Shankleton Official Reporter

Mary Gallaway Transcriber