

DCA22MA193

OPERATIONAL FACTORS

Group Chair's Factual Report - Attachment 3

West Isle Air Pilot Questionnaires

March 15, 2023



**The National Transportation Safety Board
Office of Aviation Safety
Operational Factors Division (AS-30)
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20594-2000**

The NTSB is investigating the crash of West Isle Air's DHC3 on September 4, 2022. We know your time is valuable and did not want to inconvenience you to participate in an in-person interview (but are happy to arrange one if that would be easier for you). Instead, we are requesting that as an employee of West Isle Air at the time of the event, you complete this short questionnaire to help us understand West Isle Air, the pilot, and possibly any challenges you face flying in the area

The investigation is a multistep process to discover facts, analyze the findings to identify the probable cause and contributing factors in order to make recommendations to prevent recurrence. The factual information you provide will help us to make the best recommendations.

Please complete the questionnaire to the best of your ability and email it to [REDACTED] by November 16, 2022. If you need more time or have any questions, please let me know.

YOUR BACKGROUND

- Your name? _____ Dave Fisher _____
- Please provide a general overview of your aviation background. If possible, include total time, time in Beavers and/or Otters, the various positions you have held at West Isle Air, and any other information you feel would be helpful for us to have a better understanding of your aviation experience.

My total time is 4200 hours with about 350 hours ASES, mostly in Beavers. I've been flying part 135 for the past 4 years after a long career in another industry. 2022 was my first season flying for Friday Harbor Seaplanes, starting in May and ending on September first. I also flew for Andrew Airways in Kodiak Alaska for a season in 2018. The rest of my part 135 experience was with Wisconsin Aviation flying a variety of multi-engine/jet aircraft. I am currently with Mountain Aviation/Wheels Up training to fly CE-750's.

IN REGARD TO WEST ISLE AIR

- Describe your process for obtaining a weather brief and what you would do if you had concerns about the weather along your route of flight...

I used Foreflight for weather at origin, enroute, and destination, where it was available. I also used webcams extensively, given the nature of where we flew to. If I had concerns about weather on the planned route, I would consult with Shane beforehand, ATC where available on the route, and other part 135 operator planes flying in the area.

- Describe the process for confirming the airworthiness of the airplane...

Daily verification that the plane was within its 100 hour operating limit, that all required documentation was on board, and a review of any squawks.

- Describe the process for deferred maintenance items...

I never experienced any deferred maintenance items.

- Have you ever felt pressure to take an airplane/flight? If so, describe...

No, never any pressure.

- Describe your training at West Isle Air...

I had ground school training on the Beaver, as well as flight training at local lakes prior to the 135 checkride. After that, I had IOE training to the San Juans and to Canada.

- Does West Isle Air have an SMS (Safety Management System) and if so, please describe what you can about it.

No, there is no SMS.

- How can you report a safety concern and when you do, does the company address those? Have you ever reported a concern?

If I had any safety concerns, I reported those directly to Shane Carlson. No concerns were reported.

- Did you interact with the accident pilot? If so, what was your impression of him?"

Yes, I did. He did an IOE training flight with me and we often flew to Canada as a flight of 3, with him flying the Otter. I thought he was very professional, experienced, and was a very good pilot. He was always very helpful to me.

- Tell me about the Safety Culture at West Isle Air....

Safety was always stressed, both during training and during normal operations throughout the summer.

- Were there any areas of concern you had at West Isle or with the accident pilot?
If so, what were those...

No areas of concern. The company was always very proactive with regard to maintenance. Jason was always very engaged and conscientious.

- Please provide anything else that you think might help us with this investigation...
Nothing more that I can think of.

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YOUR BACKGROUND

Your name? Marcus Hahnemann_____

Please provide a general overview of your aviation background. If possible, include total time, time in Beavers and/or Otters, the various positions you have held at West Isle Air, and any other information you feel would be helpful for us to have a better understanding of your aviation experience.

I have been flying for 12 years, commercial pilot for 3 years. Secnd season with west isle air. I own 3 airplanes. Two Cessna 170's and a 180 which is on floats part of the year. 1300 total time. 350 beavers. 450 floats.

IN REGARD TO WEST ISLE AIR

Describe your process for obtaining a weather brief and what you would do if you had concerns about the weather along your route of flight.... I start the morning checking ForeFlight. Checking meter and tafs. Are for instant weather reports checking on route web cameras from airports ferry terminals and roads.

Describe the process for confirming the airworthiness of the airplane.... Aircraft Release doc and a preflight of the plane.

Describe the process for deferred maintenance items.... If anything comes up I call the shop to come fix it before I go. The mechanics take care of my three airplanes so I have a really good relationship with them. Example....One of the float pump out tubes had a kink in it so it's difficult to pump out. They came and fixed it before I took off my first flight.

Have you ever felt pressure to take an airplane/flight? If so, describe.... No

Describe your training at West Isle Air... We have a thorough ground school at the beginning of each year, with check rides with Shane before the start of the season.

Does West Isle Air have an SMS (Safety Management System) and if so, please describe what you can about it. No

How can you report a safety concern and when you do, does the company address those? Have you ever reported a concern? If I had any I would Talk to Shane or some of the more experienced pilots.

Did you interact with the accident pilot? If so, what was your impression of him?" Jason was a amazing pilot who I relied on heavily when I had any questions about the weather or the route. I've only been with a company for two seasons but I have been parking my 180 at Renton with NW Seaplanes for almost 10 years. Since that time I've known Jason and became good friends with him as he helped me along my path to become a commercial pilot. Whether that was him helping me launch an airplane or pulling me out of the water after a long day. Are launching and docking the float planes is where Jason is always willing to lend a helping hand and teach the correct procedures with wind to not just our younger pilots but to some of the other float plane pilots who use the public dock.

Tell me about the Safety Culture at West Isle Air.... We pride ourselves on being the safest company out there.

Were there any areas of concern you had at West Isle or with the accident pilot?
If so, what were those...none

Please provide anything else that you think might help us with this investigation...
It is a top-notch company to work for. The mechanics take care of my 3 airplanes and will continue to.



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YOUR BACKGROUND

- Your name? [Micah John Hall](#)
- Please provide a general overview of your aviation background. If possible, include total time, time in Beavers and/or Otters, the various positions you have held at West Isle Air, and any other information you feel would be helpful for us to have a better understanding of your aviation experience.
[3 years flying experience. One as a CFI, one flying Cessnas on straight floats for Jim Chrysler, and one with Shane at Northwest flying the Beaver.](#)
[1500 TT, 900 SES, 450 DHC-2, 0 DHC-3. Just served as a line pilot for Shane this year, flying international and domestic scheduled service/charters.](#)

IN REGARD TO WEST ISLE AIR

- Describe your process for obtaining a weather brief and what you would do if you had concerns about the weather along your route of flight...

Big picture weather via foreflight day before, TAFS night before, standard briefing (mostly for winds aloft and NOTAMS) morning-of.

Most frequently used and most useful resource is the weather cams. Accessible by several local websites but compiled nicely in the Windy app. It's the most real-time weather info for the convergence zone between Seattle and the San Juans. If I had concerns, I would consult more experienced pilots and Shane for alternate route options, trying to learn the local weather patterns best I could. Often my concerns would just be shared amongst us all and the flights would be delayed. No pressure to fly if you didn't like the way things were looking.

- Describe the process for confirming the airworthiness of the airplane...

Mx and paperwork dates/hobbs are tracked in the release form which we review and sign everyday as part of the preflight.

I cross check the assumed values on the release to the actual values of the hobbs meters in the plane. Found a discrepancy once or twice but they were both typos from entering in previous days flight times.

- Describe the process for deferred maintenance items...

Honestly can't remember any deferred items off the top of my head. The maintenance team prefers to fix things day-of than to slap an INOP sticker and wait for the next 100-hr. No MEL so, things have be fixed right away.

- Have you ever felt pressure to take an airplane/flight? If so, describe...

No.

- Describe your training at West Isle Air...
First and only 135 training. Ground school covering systems and op specs pretty thoroughly. Knowledge checks with quizzes throughout. Flew several flights of maneuvers and flows training, emergencies etc. before the check ride with Shane Carlson. Then IOE where I was familiarized with the scheduled flight destinations. Substituted some hours of IOE with more TOLs instead.
- Does West Isle Air have an SMS (Safety Management System) and if so, please describe what you can about it.
No, I assume because the operation is small enough to where Shane vets all the flights himself with his own risk-assessment. He plays a large part in daily operations; dispatching crews and consulting with the pilots before the days flights.
- How can you report a safety concern and when you do, does the company address those? Have you ever reported a concern?
Verbally or written to Shane or Jim Lambert. I usually just vocalized things to Shane. He and the Mx team nip things in the bud as soon as they hear about them.
For example, I discovered a cracked tip-tank. Plane was grounded and fixed day-of or the following day. I also had issues with my transponder once. Not so much a safety thing there, but again, plane was grounded and fixed day-of, in time to service another flight that day if I remember correctly.
- Did you interact with the accident pilot? If so, what was your impression of him?"
Yes. Jason, Shane, myself, and sometimes Marcus stay overnight at the airport throughout the busy summer season. We would share dinners and stories often. In the mornings we would talk about the days mission and gameplan. Chirp on the radio throughout the day. Sometimes share meals at fishing lodges if our schedules aligned.

I respected Jason a lot. Being a 10 year seaplane pilot in the northwest he had a lot of wisdom that I wanted to absorb. I also respected his career choice to stay on floats rather than pursue the airlines. In many ways I aspired to be like him.

- Tell me about the Safety Culture at West Isle Air....

I hear horror stories of other operations cutting corners and prioritizing profits over safety sometimes but Northwest Seaplanes isn't one of them. I'm grateful that they imprinted safety-first culture onto me this early in my career.

From my perspective priorities at NWS have always been,

1. Safety
2. Customer Service
3. Profits

- Were there any areas of concern you had at West Isle or with the accident pilot?

If so, what were those...

No. If anything Jason took his job and his role too seriously. He didn't hesitate to point out complacency or ineptitude in other pilots (including myself) in order to motivate them to learn, even if it meant hurting feelings. I learned to appreciate it throughout the season as I saw his good intentions.

- Please provide anything else that you think might help us with this investigation...

NTSB Questionnaire Answers

Steven James Hewitt [REDACTED] ATPMEL&S, Commercial SEL&S, CFII, MEI, A&P/IA
Total time 11,770
Beaver on floats 500+
Otter 0

My position at West Isle Air is Beaver pilot flying to the San Juan Islands.

My first Air Taxi job was in Juneau, Alaska flying a C185 on amphibious floats in April 1974 and also the Beaver on amphibians and later the Grumman Goose among others.

While eating breakfast in the morning I usually check the weather on FlyQ on my Ipad at my house. When I get to the airport I check the weather with Shane or the dispatcher on the computer and get input from other pilots. Enroute I tune into the Friday Harbor airport one-minute weather. Sometimes I hear pilot reports over the CTAF or company freq. If the weather was too bad I would turn around. But if the weather is marginal we won't launch in the first place.

We get a sheet from Maintenance on the airplane every morning with all the pertinent times and due dates or times.
Then I do a thorough preflight inspection.

I don't remember a deferred item, they are usually taken care of the night before.

I have never felt pressured to take a flight.

I flew with Shane several times with various maneuvers, to numerous places, under varying conditions. Then a Part 135 checkride and several IOE flights. Also lots of ground school.

There is no formal SMS but there is a general conscientiousness of safety for the passengers first and then the equipment, considering weather and docking conditions and other factors.

I have never reported a safety concern. I know that if I had one I could tell Shane and he would address it immediately.

I knew Jason on the job but not socially outside of work. I would frequently ask him for operational advice and pilot reports and he was always helpful. I thought he was a highly professional pilot with great integrity.

Safety was foremost and there were no corners cut.

I had no concerns.

This was a tragic accident that should not have happened. If the NTSB had been more diligent in their investigations of previous similar accidents and recommendations after, these issues may have been addressed earlier. If it is true that the loss of a small retainer ring resulted in an uncontrollable airplane that is unacceptable. That is an engineering philosophy that neither the FAA nor the Canadians should accept.



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YOUR BACKGROUND

- Your name? JAMES LAMBERT
- Please provide a general overview of your aviation background. If possible, include total time, time in Beavers and/or Otters, the various positions you have held at West Isle Air, and any other information you feel would be helpful for us to have a better understanding of your aviation experience.

PILOT LICENSE 6/1992, 2099.9 TT, 1345 IN DHC-2.
DIRECTOR OF MAINTENANCE SINCE 10/2017, LINE PILOT
SINCE 6/2017. A+P MECHANIC 6/2006. IA SINCE
10/2017

IN REGARD TO WEST ISLE AIR

- Describe your process for obtaining a weather brief and what you would do if you had concerns about the weather along your route of flight... CHECK AIRPORT WX ALONG THE ROUTES. CHECK PUBLISHED FORECASTS IN MY FOREFLIGHT AND SKYVECTOR. CHECK WEBCAMS FOR ALL ROUTES OF INTENDED FLIGHT PATHS. DISCUSS WITH OTHER PILOTS PRE-FLIGHT AND THOSE ALREADY IN FLIGHT.
- Describe the process for confirming the airworthiness of the airplane... PERFORMING A PILOT PRE-FLIGHT CHECK OF PLANE; FUEL, OIL, FLIGHT CONTROLS, LIGHTING, FLOATS, RADIOS, AIRCRAFT RELEASE, WT & BAL, ANY OPEN DISCREPANCIES, ALL FLIGHT MANUALS.
- Describe the process for deferred maintenance items... CHECKING THE A/C FLIGHT MANUAL DISCREPANCY LOG FOR ANY OPEN SQUAWKS/DEFERRED ITEMS, THEN CHECKING WITH MAINTENANCE DEPARTMENT, LAST PILOT, DIRECTOR OF MX AND DIRECTOR OF FLIGHT OPS.
- Have you ever felt pressure to take an airplane/flight? If so describe... NO.
- Describe your training at West Isle Air... COMPLETE, GROUND SCHOOL, FLIGHT TRAINING, WX BRIEFING, SYSTEMS OF THE PLANE.
- Does West Isle Air have an SMS (Safety Management System) and if so, please describe what you can about it.

NO FORMAL ONE. JUST AN INFORMAL "SMS" TYPE DISCUSSION ON MARGINAL FLYING DAYS.

- How can you report a safety concern and when you do, does the company address those? Have you ever reported a concern? I verbalize safety concerns with other pilots and chief pilot, i.e., weather, tides, current, dock conditions, how a plane is flying/running, communication concerns. The company actively communicates with pilot/pilots throughout flight or day.
- Did you interact with the accident pilot? If so, what was your impression of him?" YES. HE WAS VERY THOROUGH. EASY TO TALK TO. ~~WAS~~ WAS A GREAT SOURCE OF KNOWLEDGE FOR AREA WE FLY TO. HE WAS TRULY AN ASSET TO THIS COMPANY AND TO THE FLOAT PLANE COMMUNITY AND WILL BE MISSED.
- Tell me about the Safety Culture at West Isle Air.... THE PILOTS ARE TAUGHT SAFETY FIRST ABOVE ALL, ABOVE ANY FLIGHT. ALL PILOTS ARE TRAINED TO KNOW THE PERFORMANCE OF OUR PLANES, THE ROUTES WE FLY, THE LAGOONS WE GO TO. ALL PILOTS COMMUNICATE TO HELP WITH EACH OTHER TO OPTIMIZE EACH AND EVERY FLIGHT FOR SAFETY OF PASSENGERS, PLANE, AND OTHERS.
- Were there any areas of concern you had at West Isle or with the accident pilot? If so, what were those... NO!
- Please provide anything else that you think might help us with this investigation...



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YOUR BACKGROUND

- Your name? BRAD MEIER
- Please provide a general overview of your aviation background. If possible, include total time, time in Beavers and/or Otters, the various positions you have held at West Isle Air, and any other information you feel would be helpful for us to have a better understanding of your aviation experience.

28 YEARS TOTAL FLYING. 121, 135, CHARTER,
CORPORATE, AIRLINE, SKYDIVING PILOT, SEAPLANE,
AEROBATICS, FORMATION.

9500 TOTAL

~ 800 BEAVER - ALL STRAIGHT FLOATS

IN REGARD TO WEST ISLE AIR

- Describe your process for obtaining a weather brief and what you would do if you had concerns about the weather along your route of flight...

UTILIZE ONLINE RESOURCES AND DISCUSS WITH THE EXPERIENCED PILOTS IF ANY CONCERNS.

- Describe the process for confirming the airworthiness of the airplane...

- LOOK OVER THE AIRCRAFT RELEASE FOR UPDATING REQUIRED MX.
- AIRCRAFT PREFLIGHT AND WALK AROUND
- AIRCRAFT RUN-UP

- Describe the process for deferred maintenance items...

NO MEL - NO DEFERRALS

ANY AIRCRAFT ARE SIMPLE AND IMPROBLY MAINTAINED AND CARED FOR. ANY DISCREPANCY IS RELAYED TO SHANE AND MAINTENANCE FOR IMMEDIATE ATTENTION.

- Have you ever felt pressure to take an airplane/flight? If so, describe...

NO, NEVER.

- Describe your training at West Isle Air...

THOROUGH GROUND SCHOOL AND CHECKRIDE YEARLY. INITIAL TRAINING WAS EXCELLENT.

- Does West Isle Air have an SMS (Safety Management System) and if so, please describe what you can about it.

NO FORMAL SYSTEM, THIS IS A VERY SMALL FAMILY RUN BUSINESS AND A TIGHT KNOT GROUP OF PILOTS. ANY CONCERNS ABOUT DAILY OPERATIONS ARE OPENLY SHARED AMONG PILOTS, STAFF, AND THE OWNER, SHANE. 2 ANY FORMAL SYSTEM WOULD PROBABLY BE LESS EFFECTIVE THAN THE

OPEN CULTURE WE HAVE NOW AT THE COMPANY

- How can you report a safety concern and when you do, does the company address those? Have you ever reported a concern? A TYPICAL SAFETY CONCERN IS USUALLY WX RELATED, THOSE ARE SHARED OPENLY AMONGST PILOTS THROUGHOUT THE FLYING DAY. I HAVE NEVER HAD ANY MX RELATED SAFETY CONCERNS BUT IF I DID I WOULD REPORT THEM TO MT AND SHANE IMMEDIATELY
- Did you interact with the accident pilot? If so, what was your impression of him?"
YES, GREAT GUY. TALENTED AND EXPERIENCED SEAPLANE PILOT.

- Tell me about the Safety Culture at West Isle Air....
OPEN AND HONEST COMMUNICATION. WIA, NWS, FHS. IS A VERY SAFE OPERATION

- Were there any areas of concern you had at West Isle or with the accident pilot?
If so, what were those...

NONE.

- Please provide anything else that you think might help us with this investigation...

NO ADDITIONAL INFORMATION.



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YOUR BACKGROUND

- Your name? Theodore (Fields) Misselwitz
- Please provide a general overview of your aviation background. If possible, include total time, time in Beavers and/or Otters, the various positions you have held at West Isle Air, and any other information you feel would be helpful for us to have a better understanding of your aviation experience.

IN REGARD TO WEST ISLE AIR

- Describe your process for obtaining a weather brief and what you would do if you had concerns about the weather along your route of flight...
- Describe the process for confirming the airworthiness of the airplane...
- Describe the process for deferred maintenance items...

Theodore (Fields) Misselwitz

11/09/22

Your Background

I have a GA background. I learned to fly in High school. I flight instructed, taught aerobatics and tail draggers, flew 135 charter, and Air Ambulance in California and Hawaii. I worked for Hewlett Packard flying Corporate jets for 10 years. I flew for United Airlines for 33 years. When I retired from United I was flying the Boeing 787. I flew the Boeing 747 for 26 years as well as time on the DC10, Boeing 737 and DC8.

In 2017, while still working for United, I got my float plane license from Kenmore Air. I built time over the next few years and when I retired I was hired into service with West Isle Air. I have about 250 hours of SES including Beavers, Super Cubs and Cessna 172.

Weather Briefings:

We used a wide variety of sources for weather in order to get a complete picture. They included Fore Flight, National weather service, weather apps, and web cams. In addition to weather we also check tides and currents through apps like Navionics. We also use a network of pilot reports.

Airworthiness:

Airworthiness is determined from the Aircraft release form and from the discrepancy log. We also do a comprehensive preflight at the start of every day and before each flight.

Deferred Maintenance:

We do not fly with deferred maintenance. As a rule anything that is not working or in need of attention is fixed.

Ever pressured to take an airplane:

Absolutely not. We are encouraged to always put safety first. We do not fly if the weather is questionable or the airplane has an issue. On more than one occasion this summer I spent the night to wait out bad weather.

Training:

My training at West Isle Air was several days of ground school and 5 days of comprehensive flight training in the Beaver followed by a check ride. The flight training covered all normal operations, all seaplane operations including glassy water, rough water, and a wide range of docking situations. It included various wind and weather conditions. It also included engine out, instruments and other emergency training. It was by far some of the most complete training I have received in a part 135 environment.



SMS:

I'm not sure that West Isles system is designated as an SMS, but they have strong culture of safety that is the core of the whole operation. It is a small company and the tone is set throughout by the owner, chief pilot and the maintenance department. There is no question that safety is the priority in all aspects. It is trained and reinforced on a daily basis.

Reporting a safety concern:

Depending on the issue it would be brought to attention of maintenance and the chief pilot and director of operations. I did have safety concerns and I did report them. They were always dealt with on a very timely basis.

Interact with Jason:

Yes. I considered him a friend and fellow pilot. He was a dedicated and focused airman. He was a mentor to me. He had substantially more experience in the operation than I have. I relied on his judgement. On more than one occasion he helped me make the right decision regarding weather and conditions. He served to make the whole operation safer with his skill and expertise. When he was at work he was no nonsense. Jason took his job and role a pilot very seriously.

Safety culture at West Isle Air:

Safety is the focus of the entire operation. This was made very clear from the first day. It is present in all phases of the operation.

Areas of concern with West Isle or Jason:

I had absolutely no issues. I have been in aviation for almost 50 years. I have experienced in part 121, part 135, and part 91 operations. I was on 6 different 135 certificates at one time in the past. I know what both a safe and an unsafe operation look like. West Isle Air is a leader and an enthusiastic example of how a small well run aviation company should be on every level. I would have no problem putting my family in their care on any of their airplanes and with any of their pilots at any time.

I have nothing more to add. Please feel free to contact me if there is anything more that I can do.

 11/09/22



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YOUR BACKGROUND

- Your name? Bennett Mykland
- Please provide a general overview of your aviation background. If possible, include total time, time in Beavers and/or Otters, the various positions you have held at West Isle Air, and any other information you feel would be helpful for us to have a better understanding of your aviation experience.

I've been flying since early 2019 and started in western Washington. Over this time, I've flown Cessna 150, 152, 172, 182, 182RG, 172 straight floats and Beavers on straight floats. I've accumulated around 920 hours with 340 hours on floats. I started at West Isle Air working as a ramper in 2021 and worked through the summer then on occasion as we went into the off season. I built hours during this time and started as a ramper the beginning of the 2022 season. Shortly thereafter I began flying for West Isle Air in late June of 2022.

IN REGARD TO WEST ISLE AIR

- Describe your process for obtaining a weather brief and what you would do if you had concerns about the weather along your route of flight...

When it comes to obtaining a weather brief, I look at Foreflight while also looking at 1800-wxbrief. We also look at webcams to see what on the hour weather looks like for our route of flight. The pilots also talk about any concerns we may have.

- Describe the process for confirming the airworthiness of the airplane...

Each day we look at our dispatch sheet which will give us all information concerning regulatory inspections and important information. We also perform thorough pre-flights each morning.

- Describe the process for deferred maintenance items...

Any squawks were reported to maintenance and fixed immediately. There were never any deferred maintenance items. All maintenance was taken care of immediately.

- Have you ever felt pressure to take an airplane/flight? If so, describe...

There has never been a time where I felt pressured to fly. If I had concerns, we talked about them, and I felt if I ever didn't want to fly, I would not be forced to.

- Describe your training at West Isle Air...

Training at West Isle Air was thorough, and I felt it prepared me for a lot of different situations that we see in the field. During the initial training we went through all procedures, and we covered any parts I felt I needed special attention to. The IOE flying was an incredible learning experience, and this helped me to become more comfortable in the airplane.

- Does West Isle Air have an SMS (Safety Management System) and if so, please describe what you can about it.

West Isle Air does not have a formal SMS system. We talk amongst each other and with Shane.

- How can you report a safety concern and when you do, does the company address those? Have you ever reported a concern?

If there is a safety concern, we can report to Shane, or the Chief Pilot and these issues are taken seriously. I've never had any safety concerns.

- Did you interact with the accident pilot? If so, what was your impression of him?"

I did interact with the accident pilot. We were close and always made conversation about whatever was on our minds. We spent many hours talking about flying and different routes and places we've been. When I was ramping, he'd always help me improve efficiency as we both wanted to do our best. He even gave me \$200 of tip money after washing the planes for the day telling me how good of a job id been doing. When I began flying, we spent a lot of time talking about Canada and arrival routes. No question was too stupid to ask, and he'd always be happy to answer. When it came to flying, he always took things seriously and wanted everyone to succeed. There was no time for screwing around. Jason was really friendly and a great guy. Incredible pilot at that too. He knew every island and route to be taken.

- Tell me about the Safety Culture at West Isle Air....

Safety Culture is great at West Isle Air. Everyone is there to help each other. We are always looking for a safer way to approach somewhere to land or takeoff. We all talk with each other about our concerns or ways we did something that we thought was better. Safety was always our number one priority.

- Were there any areas of concern you had at West Isle or with the accident pilot?
If so, what were those...

No.

- Please provide anything else that you think might help us with this investigation...

West Isle Air is a fantastic company, and the people are even better. It has been a great place to fly with more seasons to come. I've enjoyed working, doing business, and becoming friends with everyone. Jason was an incredible pilot and person. I never had concerns working at West Isle Air. Anything I wanted fixed would be handled in a timely manner. I hope my insights have been helpful.



The National Transportation Safety Board
Office of Aviation Safety
Operational Factors Division (A8-30)
490 L'Enfant Plaza East, S.W.
Washington, D.C. 20504-2000

The NTSB is investigating the crash of West Isle Air's DHC3 on September 4, 2022. We know your time is valuable and did not want to inconvenience you to participate in an in-person interview (but are happy to arrange one if that would be easier for you). Instead, we are requesting that as an employee of West Isle Air at the time of the event, you complete this short questionnaire to help us understand West Isle Air, the pilot, and possibly any challenges you face flying in the area.

The investigation is a multistep process to discover facts, analyze the findings to identify the probable cause and contributing factors in order to make recommendations to prevent recurrence. The factual information you provide will help us to make the best recommendations.

Please complete the questionnaire to the best of your ability and email it to [redacted] by November 16, 2022. If you need more time or have any questions, please let me know.

YOUR BACKGROUND

- Your name? Thaddeus Narodski
- Please provide a general overview of your aviation background. If possible, include total time, time in Beavers and/or Otters, the various positions you have held at West Isle Air, and any other information you feel would be helpful for us to have a better understanding of your aviation experience.

Flying airplanes since 1983
Pilot for Northwest Seaplanes since 2002
Approx 4000 hrs
" 2000 + hrs DHC-2

IN REGARD TO WEST ISLE AIR

- Describe your process for obtaining a weather brief and what you would do if you had concerns about the weather along your route of flight...

Use Skyvector, many webcams along route, communicate w/ other seaplane operators and pilots in the area. Discontinue flight or divert to alternate location if weather is below minimums for safe flight.

- Describe the process for confirming the airworthiness of the airplane...

- Verify AW cent in A/C
- Verify A/C release form is in hand, and accurate
- Perform preflight, post flight inspections.

- Describe the process for deferred maintenance items...

Nothing airworthiness related is deferred

- Have you ever felt pressure to take an airplane/flight? If so, describe...

No.

- Describe your training at West Isle Air...

Initial training in 2002
Annual ground school classes
Annual check rides

Training and IOE 2021 when certificates changed

- Does West Isle Air have an SMS (Safety Management System) and if so, please describe what you can about it.

Not a formal SMS

- How can you report a safety concern and when you do, does the company address those? Have you ever reported a concern?

Complete a discrepancy report and notify operations and maintenance departments. The company has always been top notch on maintenance and repairs no matter what it is or what day of the week it is! Yes.

- Did you interact with the accident pilot? If so, what was your impression of him?"

I knew Jason since he came to work with us. He was a great pilot, very thorough and conscientious in his job as pilot and Chief Pilot. He was always happy and upbeat.

- Tell me about the Safety Culture at West Isle Air....

The company has always been very safety conscious. No matter how small my concerns have been over the years I've always received complete attention from operations and or maintenance departments.

- Were there any areas of concern you had at West Isle or with the accident pilot?

If so, what were those...

None.

- Please provide anything else that you think might help us with this investigation...