



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

May 5, 2020

Attachment 3 – FAA Interviews and Transcripts

OPERATIONAL FACTORS

ERA20MA001

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

COLLINGS FOUNDATION BOEING B-17G *

CRASH AT BRADLEY INTERNATIONAL * Accident No.: ERA20MA001

AIRPORT, WINDSOR LOCKS, CONNECTICUT, *

ON OCTOBER 2, 2019 *

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Interview of: JAMES "MAX" McCONNELL, Office Manager
Federal Aviation Administration - Orlando FSDO

Via telephone

Tuesday,
March 3, 2020

APPEARANCES:

WARREN ABRAMS, Air Safety Investigator
National Transportation Safety Board

TODD GENTRY, Accident Investigator
Federal Aviation Administration

ROB PINKSTEN, Chief Pilot
Collings Foundation

MATTHEW C. PICCIOTTI, General Counsel
FAA Office of the Chief Counsel
(On behalf of Mr. McConnell)

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I N T E R V I E W

(12:30 p.m.)

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2
3 MR. ABRAMS: Thank you. We are -- we're live now, so to
4 speak. Max, our purpose at the NTSB is not to assign blame, as
5 you well know. We're just trying to figure out what happened.
6 And your interview today will just shed some more light,
7 hopefully, on the events that took place on October the 2nd, 2019,
8 as we stated.

9 I do have some general questions to get started with, kind of
10 some boilerplate questions. And are you ready to get started,
11 Max?

12 MR. McCONNELL: Yes, sir.

13 MR. ABRAMS: Before I do that, I'm -- one major faux pas
14 there. We do have a party system here at the NTSB, and we do have
15 others on the line that are party to the investigation. And we're
16 going to go around the virtual mic to introduce themselves to you.

17 So, Todd, if you'll lead us off with your introduction,
18 please?

19 MR. GENTRY: You bet. My name is Todd Gentry. I'm with
20 AVP-100 and FAA, which is Accident Investigation Prevention. And
21 I think I'm just going to be the FAA person asking questions
22 today. So I appreciate the time.

23 MR. ABRAMS: Absolutely. Rob, would you introduce yourself,
24 please?

25 MR. PINKSTEN: Yeah, my name is Rob Pinksten. I'm the chief

1 pilot with the Collings.

2 MR. ABRAMS: All right. Thank you, Rob. And, Max, you're
3 allowed to have general counsel represent you today. I presume
4 you have counsel with you?

5 MR. McCONNELL: I do. I have Matthew.

6 MR. ABRAMS: All right. Matt, would you introduce yourself,
7 please?

8 MR. PICCIOTTI: Yes. Matt Picciotti, FAA Office of the Chief
9 Counsel.

10 MR. ABRAMS: All right. Thank you, Matt.

11 All right, Max. Sorry for the slip-up there without the
12 introductions to get started with, but we're back on the main line
13 now.

14 INTERVIEW OF JAMES "MAX" McCONNELL

15 BY MR. ABRAMS:

16 Q. So if you would, Max, please give us your full legal name,
17 and spell your last name, please.

18 A. My name is James Greg McConnell, M-c-C-o-n-n-e-l-l.

19 Q. And as we have established already, we're going to call you
20 Max, is that correct?

21 A. That is fine.

22 Q. All right. And, Max, how old are you?

23 A. 57.

24 Q. And what is your job title there with the FAA?

25 A. I am the office manager for the Orlando Flight Standards

1 District Office.

2 Q. All right. And how long have you been the office manager at
3 the Orlando FSDO?

4 A. Since May 13th, 2018.

5 Q. Prior to 2018, what was your job with the FAA prior to
6 becoming the office manager?

7 A. Front line manager from 2010 to 2018, an ASI, avionics
8 background, from 2006 to 2010.

9 Q. All right. And did you start with the FAA in 2006?

10 A. Yes, sir.

11 Q. Okay. And since you started with an avionics background, do
12 you have an Airman Certificate or a medical -- Airman's Medical
13 Certificate?

14 A. I have an A&P, I had an IA which I surrendered here, I have a
15 pilot's license, and an NCATT license.

16 Q. All right. Thank you. Do you currently fly still?

17 A. No, sir.

18 Q. If you would, Max, give us a kind of CliffNote version of
19 your history. Prior -- obviously you've been employed with the
20 FAA since 2006, but bring us up to speed prior to 2006 what you
21 were doing.

22 A. Joined the Marine Corps in 1983 to '87, worked
23 (indiscernible) Squadron, avionics on that. Got out of that,
24 worked for an airline for approximately 2 years -- Braniff Airline
25 until it went bankrupt -- doing avionics and then line

1 maintenance. I had achieved my A&P, then I worked the repair
2 station and managed the repair station, CE Avionics, for 18 years
3 prior to coming to the FAA in 2006.

4 Q. Okay. Very good. Tell us about the -- your chain of
5 command. You're the office manager there, there's a lot of people
6 that report to you, but who do you report to?

7 A. My direct report is to Mike Bossert. I'm -- his first name
8 is William Bossert, middle name is Mike.

9 Q. And --

10 A. And then --

11 Q. Go ahead. I'm --

12 A. And then above -- my second report would be Thomas Winston.

13 Q. And where are those gentlemen located -- physically located?

14 A. Mike Bossert is in Kansas City. Thomas Winston is in
15 Atlanta.

16 Q. All right. You mentioned you were previously a front line
17 manager, an FLM. How many FLMs do you have there in the Orlando
18 office that report to you?

19 A. So, to be clear, the front lines report to the assistant
20 manager --

21 Q. Okay.

22 A. -- who reports to me. There's currently six front line
23 managers, which I have an open bid for a seventh one which has
24 just closed.

25 Q. All right. And what about POIs? How many POIs are in

1 that -- your office?

2 A. Okay, so now I'm giving you guesses, not firm numbers. I
3 just lost four this week.

4 Q. Oh, gosh.

5 A. So I'm going to give you a WAG of, say, 22.

6 Q. My goodness. All right. Had no idea that you had that many
7 in there. This is kind of a redundant question since you just
8 lost four POIs and you have a job opening for additional front
9 line manager, but how -- overall though, how would you categorize
10 staffing there at -- in the FAA at your office?

11 A. It's keeping the GA offices staffed. I have a green light to
12 hire as much as I can hire. I have an estimated 85 employees
13 currently, but there's a lot of other areas of growth and movement
14 to where employees can have promotions that tend to pull people
15 out of the GA offices.

16 And again, I'm -- have green light to staff. It's just a
17 matter of finding the people. We compete with the airlines and --
18 to get people, but we do have the green light. I would -- I mean,
19 I would say we were adequately staffed. We always want more, but
20 we have a decent staffing in Orlando. Orlando's at least a place
21 that people want to work.

22 Q. Okay. Very good. In the Collings Foundation exemption
23 letter, buried in the back, it says the North Florida FSDO is
24 jurisdictional FSDO for the Collings Foundation reciprocating
25 engines. So that means you've got the B-17 and the Bombers and

1 the other propeller-driven airplanes. How do you -- are you
2 familiar with the staffing at the Collings Foundation?

3 A. To -- just for clarity, that North Florida FSDO, the Orlando
4 FSDO has not been called the North Florida FSDO since -- I'm going
5 to guess from almost 2009.

6 Q. All right.

7 A. It is the Orlando FSDO, but I am aware of that wording in the
8 exemption. But I am not aware of Collings' staffing at all. As
9 far as I'm -- my understanding is they have a lot of volunteers
10 that help them. I'm aware of the chief pilot, I'm aware of their
11 director of maintenance, and I was aware of their crew chief and
12 aware of Mr. Collings himself. But that would be the majority of
13 my awareness.

14 Q. All right. Yeah, I was reading from the exemption letter
15 dated March 22, 2018, that called you the North Florida FSDO, so
16 my apologies for that.

17 A. I just wanted to clarify. I know it's an error in there, I
18 just wanted to clarify.

19 Q. Okay, well thank you. I appreciate that as I was not aware
20 of that.

21 A. Could you just give me the date of the document you just read
22 off?

23 Q. Yes. March 22nd, 2018. I believe it's the current living
24 history exemption signed by John S. Duncan, Executive Director of
25 Flight Standards Services.

1 A. I'm looking for that particular document. I have an older
2 version.

3 Q. All right.

4 A. It may not be relevant. If we could just move on, if I need
5 to find something in that particular document, I have my computer
6 in here.

7 Q. Okay. That's fine. I'll have a few references to that
8 document, but they're -- there's nothing -- no earth shattering.
9 I suspect the other document that you have will be more than
10 sufficient.

11 A. Okay.

12 Q. Max, how often are -- or do you have anybody assigned to the
13 Collings Foundation to do oversight and things like that?

14 A. We currently have two people that act as POCs for the
15 Collings Foundation certificate that I would say the intent is
16 they act as the PMI and PAI. But the -- as a direct assignment,
17 no, we call them a POC. But it, it's a matter of terminology.

18 Q. All right. How often do your POCs get out and conduct
19 on-site visits to the Collings Foundation, wherever they are?

20 A. I can't answer to the exact amount of surveillance. We have,
21 since the accident, provided surveillance in various cities to
22 ensure that Mr. Collings had slowed down and was doing static
23 display only with the B-24. And we did surveil that with air
24 worthiness and operations inspectors to ensure what type of
25 flights were being conducted. If they were conducting flights, we

1 were going to monitor Brisenol (ph.), but they have been in a
2 stand down mode.

3 Q. Understand. Do you ever have a meeting with the director of
4 the Collings Foundation, Rob Collings?

5 A. No, sir. I have never directly met Mr. Collings. I've spoke
6 with him one time.

7 Q. All right. Checkrides and oral examinations for a rating
8 ride, your POCs get out there and have surveillance over
9 checkrides or rating rides?

10 A. From my own -- from my awareness, I'm not aware that we do
11 that. I can't say that we don't, but I -- I'm not aware that we
12 do it.

13 Q. All right. A little bit different question, maybe somewhat
14 redundant. In-route inspections, the Collings Foundation picks up
15 from one location and flies to another location, have your POCs
16 ever gone along on a -- and conducted an in-route inspection while
17 they were moving from one location to another?

18 A. I will say as past history, prior to me being the manager, I
19 don't have them -- details. I am unaware of that happening since
20 my tenure as the manager.

21 Q. All right. The Collings Foundation --

22 A. But --

23 Q. -- had a ground school for their pilots in January of this
24 year. I believe it was conducted over several dates. Did anyone
25 from your office attend those ground schools?

1 A. So it's my understanding, and that's -- this was my
2 understanding. And please understand, I'm pretty high level with
3 all of this. We have a large office, as you do know, and a large
4 area, but we did attempt to surveil that ground training. And I
5 believe we were being told it was going to be conducted in New
6 Smyrna Beach.

7 Q. Yes.

8 A. I believe it was conducted elsewhere. Days prior to what we
9 anticipated when we arrived to watch the training.

10 Q. All right. In an airline operation, it's easy to send an APM
11 or an inspector to attend simulator training, but obviously with a
12 plane that's 75 years old, there is no simulator training to be
13 observed. In light of the recent history, is there a concerted
14 effort to attend some of this training once they get back in the
15 air? Meaning they, the Collings Foundation.

16 A. Yes. I will just go on record as saying we are re-scoping
17 the type of oversight we not only give Collings, but all living
18 history flight exemption individuals going forward.

19 Q. Okay. When you say you're scoping the type of oversight
20 going forward, will that be ground school? Fill me in. Be more
21 specific, please.

22 A. Okay. And as -- this is kind of a work in progress. We're
23 trying to -- and I will say this, FAA-wide we're trying to come up
24 with -- not just me, but the FAA -- of what type surveillance is
25 needed for these operators, and what does that look like?

1 Developing a checklist, I would anticipate we would attend ground
2 school, monitor pilot training more than we have in the past, and
3 things of that sort.

4 Q. All right. Do you keep PTRS documents on their pilots?

5 A. Oh, I will speak vaguely to this, because I don't think I've
6 done a PTRS in a lot of years. But the -- our inspectors are
7 required to PTRS any activity they do within 5 days of doing that
8 task.

9 Q. All right. Are you aware, does the Collings Foundation teach
10 CRM to their pilots?

11 A. I am not aware. I briefly have read through their documents,
12 but I am not aware of that particular topic, what it looks like.

13 Q. All right. Do you, yourself, go through CRM training with
14 the FAA?

15 A. No, I have not. I have an understanding of it, but I have
16 not been to a CRM training. That's typically reserved for
17 operations inspectors, but I do have an understanding of it.

18 Q. Okay. Per the living exemption letter, the Collings
19 Foundation is required to have an SMS program. Are you aware of
20 any other safety programs they may have?

21 A. No, I am not. I'm aware of the safety manager program,
22 that's one of the manuals that has been reviewed lately. They do
23 have a renewal upcoming for their exemption, so I am aware of the
24 document because of the renewal process and reviewing it. I do
25 not know of any other safety system they have.

1 Q. All right. Airlines are required to do PRIA background
2 checks on their pilots that they hire. The Collings Foundation
3 has volunteer pilots. Do they get involved with PRIA checks, or
4 do you know?

5 A. I cannot speak to that. We are going to be at Collings
6 Foundation, I believe it's tomorrow -- if not tomorrow,
7 Thursday -- reviewing all their pilot records. I could provide
8 more information after that.

9 Q. Thank you. How were you notified of the Collings B-17
10 accident?

11 A. I seen it on the news.

12 Q. Once you saw it on the news, did you do anything
13 specifically? Is there a playbook that you go through with one of
14 your airplanes that's involved in an accident? Or tell me the
15 follow-on process, your actions that you took after you had --
16 were -- you had seen the accident on the news.

17 A. At the time, I didn't take any actions at all. We don't have
18 a playbook that we put into effect like that. I'm pretty --
19 usually if it's one of our certificates holder -- holders, I'm
20 sorry -- the notification usually comes from the carrier to one of
21 the principals (ph.) to me. Since this is not a carrier, we did
22 not have that line of communication.

23 Q. All right. Once again, in the living history exemption, one
24 of the requirements in there is the Collings Foundation comply
25 with FAR 135.117. And basically 135.117 says, you've got to do a

1 passenger briefing to explain the emergency exit, seatbelts,
2 emergency egress -- I'll just say the flight attendant briefing,
3 so to speak. Has anyone in your office listened to or observed
4 the briefing that is conducted before every flight?

5 A. To my -- I will say to my knowledge, I don't know of that
6 happening since my tenure. I did have the assistant manager
7 search PTRSs to where there was 26 surveillance hits on Collings
8 by five different FSDOs. So I'm not sure what that -- I didn't
9 get into each PTRS to see what it looked like.

10 MR. ABRAMS: All right. Max, there's -- you've answered a
11 lot of my questions. I'm going to turn it over to Todd Gentry at
12 this time. We may have a second round of questioning though,
13 which will be much shorter than the first round of questioning.
14 But I'm going to step down for the moment and let Todd Gentry ask
15 his questions.

16 So, Todd, you've got the proverbial mic.

17 MR. GENTRY: Thanks, Warren.

18 Hey, Max. Thanks for being on the phone today. I just have
19 a couple of quick questions for you, please.

20 BY MR. GENTRY:

21 Q. And start off with your POCs. How many certificates would
22 you guess that they have underneath them that they oversight?

23 A. Okay. I want to be straightforward that I'm taking a WAG of
24 a guess.

25 Q. Right.

1 A. So the PMI has probably only a few actual certificates
2 assigned to him, but he has oversight of the DARs and the DMEs.
3 I'm going to guess we have nine DARs and probably about the same
4 number of DMEs, but he's kind of our maintenance designee
5 oversight person.

6 The POI really has assignment to one 142 certificate. Bear
7 in mind, he is the POI for several other outfits that may fly
8 military or nonstandard equipment that he's not a real assignment,
9 again a POC. And I'm going to guess there's probably two of them,
10 not to include Collings. Would be three with Collings.

11 Q. Do you have any other LHFE certificates in the MCO -- or
12 Orlando FSDO?

13 A. Not that I know of.

14 Q. Has Collings Foundation ever reached out to you any time
15 before the accident?

16 A. To me directly? No. We have traces of a couple emails they
17 sent to a common mailbox into the FSDO, but as far as an ongoing
18 communications between Collings and the FSDO, I cannot find record
19 of that.

20 Q. So you -- we're all aware that some of the aircraft get
21 maintained down there in Florida over the wintertime. Has -- when
22 was the last time one of the POCs or anybody from the FSDO
23 actually gone to look at the aircraft?

24 A. Okay, I would say that date, I can't -- it would have been
25 one day last week. I'm going to guess Thursday. Prior to that,

1 we have probably done an observation, I'm going to say, 30 days
2 prior to that. And bear in mind, this facility is not a Collings
3 facility. It is a contract maintenance facility in which
4 mechanics use their A&Ps to sign off the work.

5 Q. Are you involved -- or not you, but is Orlando FSDO the
6 certificate holder for that? Is it a 141 repair station or --
7 142? What is -- is it a repair station in --

8 A. I think your question is, is it a CFR 145 repair station?

9 Q. Yeah, that's --

10 A. And they will -- when --

11 Q. -- what I'm trying to think of, sorry. I've been in too many
12 interviews lately.

13 A. Yeah. That's why I kind of alluded to the mechanics -- or
14 it's a contract place, and the mechanics will sign the work off
15 under their own IA A&Ps to my knowledge.

16 Q. Okay. Thanks for the clarification there. And so I'm just
17 going to ask because I need to learn this. If you were oversight
18 of a 121 carrier, and they had an SMS program, can you describe
19 some of the basic things that you look for, for the SMS program?

20 A. Okay. So I'll say that we are a GA office, which we do 135
21 and below, which SMS is a voluntary program. But you do look for
22 the ability to do their own audit, to act upon their audits, to do
23 root-cause analysis, to have a means to address and mitigate any
24 safety risk, and the follow-up with them was the product they put
25 in place to mitigate the risk -- follow up to make sure it is

1 mitigating the problem.

2 Q. Awesome. So the Collings Foundation, in their letter of
3 exemption, would be similar to that for your oversight
4 responsibilities, or your actions? Is that correct?

5 A. They do have an SMS manual. I'm not sure if it's called out
6 in the exemption. I'm pretty sure it is. But it would drive you
7 to the SMS manual, yes.

8 MR. GENTRY: Okay, thanks.

9 Warren, that's all I got. I appreciate it.

10 MR. ABRAMS: Thank you, Todd.

11 Rob, we'll turn the virtual mic over to you.

12 MR. PINKSTEN: Hi, Max. Thank you for your time. I just
13 have a couple of quick questions.

14 BY MR. PINKSTEN:

15 Q. I genuinely don't know the answer to these. What -- the two
16 points of contact you mentioned, do you know when they were
17 assigned to Collings Foundation?

18 A. I do not know the actual date, but it has been since the
19 accident.

20 Q. Okay. Follow up on that, so if an operator -- any operator
21 doesn't have a point of contact, what would be their primary
22 method to contact the FSDO?

23 A. We have a front desk that people can dial into. It's not a
24 robo-number, it's a human body.

25 Q. Okay. And for sending, you know, notifications and such like

1 that, is there like a general mailbox or --

2 A. And there -- we do have a general mailbox, yes.

3 Q. And does that just go to a general email that different
4 inspectors can access? Or --

5 A. It -- that particular email that you're referring to goes to
6 a box of an aviation safety technician who was assigned the role
7 of monitoring that box daily. In transparency, that job has
8 shifted to an aviation safety assistant, but they pretty much
9 monitor the box, and their job is simply to monitor the box and
10 distribute the information to where it needs to go.

11 Q. Okay. Those two inspections you talked about at American
12 Aero Services a couple days ago and then 30 days ago, how many
13 inspections are you aware of prior to the accident?

14 A. I do not have that information in front of me. I do know the
15 POC that we assigned has been there numerous times in the past. I
16 could not give you a number of days.

17 MR. PINKSTEN: All right. That's all I got.

18 MR. ABRAMS: Max, this is Warren again. I don't have any
19 follow-up questions. You've been very thorough, and I appreciate
20 your explaining your answers. And you didn't have it at some
21 point in time, but that's a perfectly acceptable answer, that you
22 weren't aware of when people were assigned or how many inspections
23 and things like that. So we appreciate it more than you know.

24 Even though I don't have any further questions, Todd, do you
25 have any follow-up questions?

1 MR. GENTRY: No, I don't. Thank you.

2 MR. ABRAMS: Rob, back to you again real quick. Rob, any
3 follow-up questions?

4 MR. PINKSTEN: Yeah. Just one I just thought of.

5 BY MR. PINKSTEN:

6 Q. We talked about some inspections American Aero Service did.
7 Are you aware of any inspections or surveillance in your
8 jurisdiction on the tour prior to the accident?

9 A. I'm very aware. We -- when the tour started off, we provided
10 surveillance at each stop. And I won't say every day, the
11 preponderance of the day we provided surveillance at each stop
12 they made in Florida until a certain date. I think when they left
13 the Fort Myers area we terminated that, and both operations and
14 air worthiness.

15 Q. Yeah, but that was after the accident. I'm sorry, I must
16 have phrased the question wrong. Prior to the accident, do you
17 have any knowledge of inspection?

18 A. I do not have personal knowledge, but I will go on to say
19 that we do lots of work in this FSDO, and I'm pretty high level.
20 That's research I could do if need be, but I'm not aware of any.

21 MR. PINKSTEN: Thank you very much.

22 MR. ABRAMS: Max, that's --

23 MR. McCONNELL: Yeah.

24 MR. ABRAMS: -- all of the questions we have for you today.
25 I want to thank you for taking the time out of your schedule to

1 talk with us. And as I just mentioned earlier, you've been very
2 helpful and very informative, so I thank you for that more than
3 you know.

4 Any other comments, gentlemen?

5 (No audible response.)

6 MR. ABRAMS: Max, I'm going to stop the recordings, and I've
7 got a question or two for Matt.

8 (Whereupon, at 1:00 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: COLLINGS FOUNDATION BOEING B-17G
 CRASH AT BRADLEY INTERNATIONAL
 AIRPORT, WINDSOR LOCKS, CONNECTICUT,
 ON OCTOBER 2, 2019
 Interview of James "Max" McConnell

ACCIDENT NO.: ERA20MA001

PLACE: Via telephone

DATE: March 3, 2020

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.

A large black rectangular redaction box covers the signature area, obscuring the name and any handwritten notes or dates.

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

*

COLLINGS FOUNDATION BOEING B-17G *

CRASH AT BRADLEY INTERNATIONAL * Accident No.: ERA20MA001

AIRPORT, WINDSOR LOCKS, CONNECTICUT, *

ON OCTOBER 2, 2019 *

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Interview of: JENNIFER ANDERSON, Assistant Office Manager
Federal Aviation Administration - Orlando FSDO

Via telephone

Tuesday,
March 3, 2020

APPEARANCES:

WARREN ABRAMS, Air Safety Investigator
National Transportation Safety Board

TODD GENTRY, Accident Investigator
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ROB PINKSTEN, Chief Pilot
Collings Foundation

MATTHEW C. PICCIOTTI, General Counsel
FAA Office of the Chief Counsel
(On behalf of Ms. Anderson)

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I N T E R V I E W

(1:14 p.m.)

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3 MR. ABRAMS: All right, recordings have started. Jen, as
4 I've said, I'm Warren Abrams with the NTSB, and we're talking to
5 you today about the Collings Foundation and the tragic events that
6 happened on October 2nd, 2019, at the Hartford Springfield
7 Connecticut there at Bradley, the tragic accident of the B-17.

8 Your office has the -- you're the jurisdictional FSDO, and as
9 the assistant office manager, that's why we are talking to you
10 today. In the investigation, we have parties to the investigation
11 to help us determine the probable cause, and on the line, we have
12 two other gentlemen. And I'm going to let them introduce
13 themselves to you as well, as they will be asking you questions
14 also.

15 So, Todd, if you'll introduce yourself to Jen, please?

16 MR. GENTRY: Hello, Jennifer. My name is Todd Gentry. I'm
17 with AVP-100 in Headquarters, Accident Investigation and
18 Prevention. And I appreciate your time today.

19 MS. ANDERSON: Nice to meet you, Todd.

20 MR. ABRAMS: And, Rob, are you there?

21 MR. PINKSTEN: Yep. Hi, Jen. This is Rob Pinksten with the
22 Collings Foundation. Thanks for your time.

23 MS. ANDERSON: Thanks, Rob.

24 MR. ABRAMS: And Jen, it -- do you go by Jen or Jennifer?

25 MS. ANDERSON: Either is fine.

1 MR. ABRAMS: If you don't mind, Jen is okay with you, it's
2 okay with me.

3 MS. ANDERSON: Yep.

4 MR. ABRAMS: So we'll stick with that then with me. Jen,
5 you're allowed to have representation. Do you have someone to
6 represent you today?

7 MS. ANDERSON: I do. Matt's in here.

8 MR. ABRAMS: All right. And, Matt, will you introduce
9 yourself, please?

10 MR. PICCIOTTI: Yes. Matthew Picciotti, Federal Aviation
11 Administration Office of the Chief Counsel.

12 MR. ABRAMS: All right. Thank you.

13 Jen, the introductions have been made. We've got some just
14 general questions that we'll ask you, some -- I call them
15 boilerplate questions. And we'll, I guess, get started then.

16 INTERVIEW OF JENNIFER ANDERSON

17 BY MR. ABRAMS:

18 Q. If you will -- Jen, if you will state your full legal name,
19 and spell your last name, please?

20 A. It's Jennifer Mae, M-a-e, Anderson, A-n-d-e-r-s-o-n.

21 Q. And it's either got date of birth or age, so I'll just ask
22 for your age. Jen, what is your age, please?

23 A. I'm 49.

24 Q. All right. Thank you. And what is your job title there with
25 the FAA?

1 A. I am -- officially I'm a supervisory aviation safety
2 inspector, which is code for the assistant office manager.

3 Q. All right. And how long have you been the assistant office
4 manager?

5 A. Since February of last year.

6 Q. And as the assistant office manager, what is your role? What
7 role do you play?

8 A. I'm primarily -- I oversee the front line managers. I have
9 six which represent six different units in the office, and they
10 are my direct reports. And we manage the workload of the office.

11 Q. And what about the POIs? How many -- do the POIs report to
12 you as well?

13 A. They do not.

14 Q. All right. And who do the POIs report to?

15 A. To the front line managers, depending on which one.

16 Q. All right. And the front line managers report to you. I got
17 it. Okay. And how many -- approximately how many POIs do you
18 have?

19 A. I would be taking a SWAG at it, but more than 20.

20 Q. All right. How long have you been with the FAA, Jen?

21 A. Since 2003. November of 2003.

22 Q. And give us from 2003 until February of 2019 when you became
23 the assistant office manager. What kind of roles did you play or
24 what kind of jobs did you have in the FAA coming up until -- to
25 February of '19?

1 A. I hired in the FAA out in Oklahoma City. I was a deputy
2 program manager for the Logistics Center, which basically oversaw
3 the maintenance and repair of the legacy air traffic control
4 equipment. From there, approximately around 2005, I moved to
5 Washington, D.C., to be the interface between the Headquarters
6 Division and the Logistics Center, still employed by the Logistics
7 Center.

8 In 2006, I took the role as a MIDO inspector at the
9 Manufacturing Inspection District Office in Orlando. I was there
10 until, I believe, 2013 where I became an assistant principal
11 maintenance inspector here at the FSDO. And in the front line
12 role, I believe in 2016 I was promoted. And then to the assistant
13 office manager last year.

14 Q. Do you have an Airman Certificate or are you a pilot?

15 A. I am not a pilot. I am an A&P.

16 Q. Got it. Is your A&P certificate current -- or license
17 current?

18 A. I don't know what you mean by that.

19 Q. Don't you --

20 A. They don't expire.

21 Q. I know, but -- well, I thought you had to do so much work
22 annually. Is that not correct?

23 A. There's -- we meet a currency requirement based on our job
24 description as an 1825.

25 Q. All right. What is the leadership structure there at the

1 FSDO? Who do you report to?

2 A. I report to Max McConnell, the office manager.

3 Q. And do you have any other people that report to you other
4 than the six FLMS?

5 A. I do not.

6 Q. Do you have an assistant yourself?

7 A. I do not.

8 Q. How would you categorize the staffing there within the FAA at
9 your office?

10 A. We're a very busy office. We have a significant workload,
11 but we've managed to meet the staffing needs so far.

12 Q. When you took over in February of '19 of the -- as the
13 assistant office manager, were you aware that you were -- had the
14 jurisdictional oversight of the Collings Foundation?

15 A. Yes. I was aware.

16 Q. As the jurisdictional Flight Standards District Office for
17 the Collings Foundation, that living history exemption, what kind
18 of oversight or surveillance did you -- prior to the accident,
19 what kind of oversight or surveillance did your office do with the
20 Foundation?

21 A. There were some ramp and spot inspections that were conducted
22 on the aircraft.

23 Q. Was it your office other FAA inspectors?

24 A. It -- actually a mixture of both.

25 Q. All right. How -- approximately how many people from your

1 office did inspections prior to the accident, do you know?

2 A. I don't know that.

3 Q. Okay. Since you said it was a combination of inspectors from
4 different offices, do you know how many total surveillances that
5 were exerted -- that were conducted prior to the accident?

6 A. I don't have a definitive number for you. I know it's double
7 digits.

8 Q. Okay.

9 A. But that would be as far as I can -- yeah, I can't get that
10 exact. I'm sorry.

11 Q. Okay. Prior to the accident, was there a POC for the
12 Collings Foundation?

13 A. I'm not quite sure how formal it was.

14 Q. Okay.

15 A. Larry Enlow was an operations point of contact for the
16 organization at one time.

17 Q. Okay. Can you fill me in a little bit more on that? Keep
18 going with that line of thought, please.

19 A. I can't, because at that time, I wasn't involved with the
20 Collings Foundation as a manager. So I really don't know the
21 details of it.

22 Q. All right.

23 A. And Larry has since passed away. So that's the reason why I
24 don't have a lot of the background information.

25 Q. How often -- oh, let me back up. Do you ever get out and

1 personally oversee any of the Collings Foundation activities?

2 A. I offer management support, but I don't necessarily oversee
3 their activities. But I have been out in the field, yes.

4 Q. We understand that there are, going forward, two POCs for the
5 Collings Foundation. Is that a correct statement, that going
6 forward there's two POCs for the Collings Foundation?

7 A. Yes. That is a correct statement.

8 Q. All right. And is this doable? Are two POCs doable? Or do
9 you foresee the need for additional POCs? Or is two sufficient to
10 conduct the surveillance that's needed?

11 A. I think with their current size, if it remained the same,
12 it's adequate.

13 Q. All right. And what will be some of the job duties or
14 functions of the POCs going forward?

15 A. It depends on what policy says.

16 Q. What policy -- be more specific with that, please.

17 A. It depends on what policy will dictate. If it's something
18 that's incorporated in the work program, that work program will
19 then identify what the tasks are for those individuals.

20 Q. All right. So if the policy doesn't say observe checkrides,
21 they will not observe a checkride?

22 A. I can't speak to that. I'm not a pilot.

23 Q. Okay. Are your POCs, their operations, are their -- are they
24 pilots themselves?

25 A. The pilots, we have an operations inspector and we have an

1 air worthiness inspector.

2 Q. All right.

3 A. We have an A&P and a pilot assigned to Collings.

4 Q. All right. Thank you. Have you ever attended a -- well, let
5 me back up. I'll state it this way. Back in January of this
6 year, the Collings Foundation had a ground school for their
7 pilots. I believe it was -- well, I'm not sure where it was in
8 Florida.

9 Did anyone from your office attend their ground school?

10 A. To my knowledge, no one attended the ground school.

11 Q. Has anyone from your office ever attended any of their
12 training sessions as far as checking out new pilots in the
13 airplane? Since there's no simulator, we've got to -- they've got
14 to do it in the airplane. Any -- has anyone from your office
15 attended any of those training sessions?

16 A. I couldn't speak to that because I've just been recently
17 included in -- as a manager in the oversight of this organization.
18 So I'm not aware of it.

19 Q. Are you aware of any audits of their training -- the Collings
20 Foundation training program?

21 A. Prior to the accident or recently?

22 Q. Recently.

23 A. Yes, I am.

24 Q. And when were those audits?

25 A. I don't have that exact date, but I would say within the last

1 30 to 45 days.

2 Q. Were there any significant findings you can share with us?

3 A. I don't want to compromise that investigation --

4 Q. I --

5 A. -- so I'm concerned about answering that question.

6 Q. I understand that. That's why I said, can you share with us.

7 So I understand the sensitivity of that. PTRS, is the data on

8 their pilots entered in PTRS?

9 A. I -- that's a pilot question. I would -- we're expected to
10 enter all PTRS when we do activities. So every activity has a
11 code, so my expectation is that it would be entered, yes.

12 Q. Have you ever attended CRM training with the FAA?

13 A. No, I have not.

14 Q. Per the living history exemption, Collings Foundation is
15 required to have an SMS program. Are you familiar with an SMS
16 program?

17 A. I am familiar with an SMS program.

18 Q. Are you aware if -- are you aware of any other or additional
19 safety programs that the Collings Foundation may have?

20 A. I am not.

21 Q. Jen, this is kind of a hard question, but how do you -- how
22 does your office keep up with the pilots the Collings Foundation
23 has? They're volunteers, and they're not full-time employees, so
24 how do you keep up with that?

25 A. I don't exactly know where -- what you're trying to ask me, I

1 guess. Can you rephrase it?

2 Q. Do you have records on the pilots that the Collings
3 Foundation uses to carry passengers?

4 A. Not that I'm aware of. They -- I've -- per the exemption,
5 they're required to provide those documents to us when they're
6 asked for.

7 Q. Is your --

8 A. And we don't have any records here in the office.

9 Q. Okay. So have you -- it's -- you answered my question before
10 I asked it, but have you ever requested those records before from
11 the Collings Foundation?

12 A. Yes, we have.

13 Q. Okay. Are you satisfied with the experience level of the
14 Collings Foundation pilots?

15 A. I can't speak to that. Not my area of expertise.

16 Q. Have you ever had any whistleblower hotline complaints come
17 in on the -- concerning the Collings Foundation?

18 A. Before the accident or after?

19 Q. Before.

20 A. Not that I can remember.

21 Q. And we'll ask the follow up then. The -- after the accident,
22 did you get any whistleblower --

23 A. Not --

24 Q. -- hotline complaints?

25 A. No. Not that I'm aware of, no.

1 Q. Okay. How did you find out the Collings B-17 crashed?

2 A. Honestly, I can't remember how I got that information. I
3 know it was the same day. As to who gave that to me, I'm -- I
4 don't remember who shared that information.

5 Q. Since you were the -- since your office is the jurisdictional
6 FSDO, is there anything that comes into -- or that you put in play
7 when there -- when an accident like this happens?

8 A. Per the exemption, they notify the office, and we did receive
9 that information from Collings.

10 Q. Is there any record lockdown or anything like that, that
11 takes place in the -- since they had an accident?

12 A. We have it saved. It was an email notification, and we have
13 it saved.

14 Q. All right. Has anyone from your office ever listened to the
15 passenger briefing to ensure compliance with the -- well, it's FAR
16 135.117, which is basically the file -- flight attendant briefing.
17 Has anyone from your office ever listened to the required
18 briefings for evac and seatbelt usage and things like that?

19 A. Before or after the accident?

20 Q. After.

21 A. Yes.

22 Q. And can you summarize that for us, what they -- what your
23 office came back with?

24 A. There was a briefing that was conducted with the P-51 that
25 was being operated. And that would be the extent of it that we

1 were -- the inspectors that had conducted oversight shared that
2 information that a briefing was conducted.

3 MR. ABRAMS: All right. Thank you. Jen, that's all of the
4 questions I have at the moment. We'll reserve the right to have a
5 round two of questions, which will be some follow-up questions,
6 which will be much shorter. But at this time, I'm going to turn
7 the virtual mic over to Todd Gentry, and I'll let him ask some
8 questions.

9 Todd, the mic is yours.

10 MR. GENTRY: Thank you, Warren. I appreciate it. Just real
11 quick -- I just have one question for you, ma'am. The P-51, you
12 said that somebody listened to the emergency briefing on that,
13 after the accident of course. Was the P-51 flying under LHFE
14 exemption?

15 MS. ANDERSON: It was not.

16 MR. GENTRY: Okay. The only question I have.

17 MR. ABRAMS: Excuse me, you caught me with a drink of water
18 in my mouth. Thank you, Todd.

19 And, Rob, do you have any questions for Jen?

20 MR. PINKSTEN: Hi, Jen. Yeah, just a couple of quick
21 questions.

22 BY MR. PINKSTEN:

23 Q. Going into -- talking about the point of contact prior to the
24 accident. Correct me if I'm wrong, I believe Larry Enlow passed
25 in November of '17. Are you aware of any contact or POC between

1 his passing and the accident?

2 A. I am aware of contact from the Collings Foundation with the
3 FSDO. I do not believe we had a POC identified.

4 Q. Okay. What kind of contact between the Foundation and --

5 A. There was various notifications from Collings through the
6 Orlando FSDO regarding an engine shutdown, a bird strike, and
7 notification of training. And there may be others, but that's the
8 three that I can remember off the top of my head.

9 MR. PINKSTEN: Okay. Thanks. I have no further questions.

10 MR. ABRAMS: Jen, we're going to go around for round two real
11 quick, but I must say I'm out of questions, and I appreciate you
12 taking the time to talk with us today. But before we close it
13 down, I want to turn it back over to Todd.

14 Todd, do you have any follow up questions?

15 MR. GENTRY: Not for Jennifer, no. Thank you.

16 MR. ABRAMS: Rob, back to you.

17 MR. PINKSTEN: Nope. No questions at the time.

18 MR. ABRAMS: Jen, that's all we have for you today. I
19 appreciate you taking the time to talk with us, taking time out of
20 your schedule. You're very informative, and some of the answers
21 you didn't know, that's okay. That's a perfectly acceptable
22 answer. And we don't know, we don't know. We don't want to make
23 it up, that's for sure. So we appreciate it, and I thank you for
24 your time.

25 So with any -- does anybody else have any further questions?

1 (No audible response.)

2 MR. ABRAMS: I'll stop the recordings now.

3 (Whereupon, at 1:35 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: COLLINGS FOUNDATION BOEING B-17G
 CRASH AT BRADLEY INTERNATIONAL
 AIRPORT, WINDSOR LOCKS, CONNECTICUT,
 ON OCTOBER 2, 2019
 Interview of Jennifer Anderson

ACCIDENT NO.: ERA20MA001

PLACE: Via telephone

DATE: March 3, 2020

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.

A large black rectangular redaction box covers the signature area. A horizontal line extends from the right side of the redaction box across the page.