

Docket No. SA-531

Exhibit No. 2-I

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

Operations Group Chairman
Interview Summary – Chief Pilot
William Honan

(83 Pages)

UNITED STATES OF AMERICA
NATIONAL TRANSPORTATION SAFETY BOARD
OFFICE OF ADMINISTRATIVE LAW JUDGES

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Investigation of:

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CRASH OF CONTINENTAL CONNECTION

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FLIGHT 3407, OPERATED BY

*

COLGAN AIR, INC.

* Docket No.: DCA-09-MA-027

FEBRUARY 12, 2009, 2217 EST

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CLARENCE, NEW YORK

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Interview of: WILLIAM MICHAEL HONAN

NTSB, Conference Room C
429 L'Enfant Plaza East, S.W.
Washington, D.C.

Wednesday
March 11, 2009

The above-captioned matter convened, pursuant to notice.

BEFORE: ROGER COX

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P R O C E E D I N G S

(9:00 a.m.)

INTERVIEW OF WILLIAM MICHAEL HONAN

BY MR. COX:

Q. I'd like to start off just to do some basic information gathering so we make sure we know who we're talking to.

A. Okay.

Q. So we just want to start right off with your full name, please.

A. My legal name, William Michael Honan.

Q. Okay. Your age?

A. Forty-five.

Q. And your title?

A. Chief Pilot.

Q. Chief Pilot. And your certificates and ratings, please.

A. Well, I have a commercial Musari (ph.), commercial single ATP multi type and SAAB 340-8 ATP CFI.

Q. Okay. And your flight experience?

A. Oh, well I started flying in --

Q. Let's just say -- we'll do fly time, just kind of --

A. Recent?

Q. Yeah, total time. Start off with your total time.

A. I don't really have a recent number. Over 7,000.

Q. Okay. PIC time, please? Roughly.

A. Probably over 6,000, I would say.

1 Q. Okay. You said you typed on a Q?

2 A. A Q and -- yeah, the -8 --

3 Q. Uh-huh.

4 A. -- and a SAAB 340.

5 Q. What's your flight experience on a Q?

6 A. Well, I was part of the initial cadre, did some of the
7 acceptance delivery flights from the factory through the line
8 until when we first started going until about May, when I took
9 over as the chief pilot in May of this past year. Total time was
10 -- I really -- I don't know, somewhere between maybe three and 500
11 hours, I really don't know.

12 Q. So I think you just answered my next question when you
13 became chief pilot. You said May?

14 A. May.

15 Q. Prior to that time, what were you --

16 A. Well, I was line pilot, PPD, check airman.

17 Q. Um-hum. Did you have any other managerial duties
18 besides that prior to being chief pilot?

19 A. Other than those capacities, no.

20 Q. When did you come to work at Colgan?

21 A. In 2001.

22 Q. And prior to that?

23 A. Prior to that I was a flight instructor at Dulles
24 Aviation in Manassas.

25 Q. Okay. And was there anything before that?

1 A. I worked as an ATP and an SREO. ANP.

2 Q. Oh, okay. Um-hum. Okay. When you came to work at
3 Colgan, what was your flight experience at that point in time?

4 A. I don't recall the exact number. Maybe 3,000,
5 maybe -- ish.

6 Q. Tell me briefly what your duties are as chief pilot.

7 A. Well, I spend the bulk of my day doing crew issues,
8 discipline, payroll and things of that nature. Operation duty
9 officer, occasionally, you know, work with HR and Flight Standards
10 on issues involving, you know, those, you know, flight safety
11 standard issues, things of that nature. Communicate with the
12 crews, issue bulletins -- not really bulletins, read-and-sign
13 memos, memos, crew track messages, to get information out to the
14 crews about various things and that's what I spend the bulk of my
15 day doing.

16 Q. Okay. Are you maintaining your check airman status?

17 A. Yes. And my APD, but it's in a backup role to primary
18 APDs.

19 Q. Okay.

20 A. And of course, I stay current flying, occasionally
21 flying the line, doing line observations, things of that nature.

22 Q. How often do you get to fly?

23 A. It varies depending on what's going on, but I try to fly
24 at least once to twice a month, but hopefully, if things are a
25 little quieter, it's more than that. And I try to at least get

1 myself, you know, well -- not right on the bare minimums for
2 currency.

3 Q. Right. How about just observations, do you get a chance
4 to do those, too?

5 A. Yes, I do those periodically in both the fleet, down in
6 Texas and in the Northeast, so --

7 Q. Okay.

8 A. -- I'll just ride, you know, ride along in the jump seat
9 periodically, as often as I can. I can't really give you an exact
10 -- it varies in frequency. It can be, you know, one time in month
11 and five times in the next, but --

12 Q. Would that be part of some, like, formal program, like a
13 LOSA program or would that just be your initiative?

14 A. No, just general information on how the crew is working.
15 I don't formally do the LOSA observations myself. I let the check
16 airmen do that.

17 Q. Okay. When's the last time that you conducted a
18 checkride?

19 A. A checkride? It was -- I can't give you an exact date.
20 About two months ago.

21 Q. Okay. Would that have been in a simulator?

22 A. Yes, it was with Inspector Jessie when he was observing
23 me to renew my APD.

24 Q. I see, okay. I don't think -- let's see. I think you
25 said you came to work in '01 --

1 A. Um-hum.

2 Q. -- and when did you become a check airman? I didn't ask
3 that.

4 A. Let's see. It would've been about -- oh, let me see.
5 Two or three, somewhere around about '05.

6 Q. Okay. So in the course of time, from 2000 '05 to the
7 present, obviously, as a check airman, you've conducted
8 checkrides?

9 A. Yes. Quite a few.

10 Q. Quite a few. Have you ever failed anybody on a
11 checkride?

12 A. Oh, yeah. Um-hum. The last type I did was --

13 Q. Do you keep statistics on failure rates?

14 A. The Flight Standards Department keeps those statistics.

15 Q. Okay. Are you current on what those are?

16 A. Off the top of my head, I don't know what the exact
17 numbers are. They always inform me when there's been a failure,
18 but I don't know what percentage that is.

19 Q. Okay. Does Colgan have any kind of a program for pilots
20 who may be marginal in some way, where they're flying the line,
21 they pass their checkrides but maybe, for some reason or other,
22 you or the company wants to monitor their performance?

23 A. There's an official program, per se, in that regard. If
24 I get reason to believe that a crew member is marginal, either
25 through a complaint or a performance issue, I will have the

1 standards department have a check airman observe in the line
2 operation periodically to check to make sure they're performing
3 satisfactory.

4 Q. Okay. But it's not an actual formal program of any
5 kind?

6 A. Not -- well, there's the LOSA program and things of that
7 nature, but --

8 Q. Um-hum.

9 A. -- not a -- it's not geared towards someone that's
10 specifically weak, I don't believe.

11 Q. Okay.

12 COURT REPORTER: I'm sorry. What program was that?

13 THE WITNESS: LOSA.

14 COURT REPORTER: LOSA.

15 BY MR. COX:

16 Q. You said you were initial cadre on the Q400.

17 A. Um-hum.

18 Q. So that would've meant doing -- flights and did you do
19 crewing runs?

20 A. Actually didn't get to do too many of the proving runs
21 because I spent most of my time in Canada doing the deliveries of
22 the new airplanes.

23 Q. As you were introduced to the airplane and became
24 qualified on the airplane, were there any flying characteristics
25 or qualities of that airplane that you thought were the kind of

1 thing that would be new and different compared to what Colgan had
2 been flying that would be really important for your crews to be
3 cognizant of, for you to be alert about?

4 A. Well, it's an airplane. It has a lot more power than
5 the SAAB, so that was an adjustment the crews had to make, but --
6 and it certainly accelerates quickly, so, you know, speed control
7 on the top and the -- spectrum was something the crews would --
8 you know, they were aware that there would be an adjustment to.

9 Q. Okay. How about the automation compared to the other
10 airplanes?

11 A. Personally, I didn't really think there was a huge
12 difference. There was a little more work for the crew, just in
13 running the FMS and the autopilot.

14 Q. As I understand it, the Q has an ACAR system that you
15 use for performance?

16 A. Yes.

17 Q. And is that similar to the other airplanes?

18 A. Well, the other airplane didn't have an ACAR unit in it.

19 Q. Okay. Has there been any training issues with that?

20 A. As far as --

21 Q. Things that were important for you to make sure that
22 crews understood about using ACARs in their performance.

23 A. Yeah, they were all trained on how to use the system in
24 ground school.

25 Q. Um-hum.

1 A. We made sure that they knew what the proper procedures
2 were, yes.

3 Q. And it works fine, no problems?

4 A. The ACAR system, yeah. It works very well.

5 Q. Okay. All right. When you're flying this airplane,
6 particularly when you are in an idle power mode and you change the
7 power setting, is there any significant change to the trim? Say
8 you add power.

9 A. As far as you mean pitch, roll yaw or --

10 Q. Trim. In trim.

11 A. Trim. Well, the trim is electric on this airplane and
12 if the autopilot's on it'll automatically take care of it. But
13 no, I don't think that there's any major pitch changes. You mean
14 if you're hand-flying the airplane?

15 Q. Yeah.

16 A. Well, there's -- no, not really. There's just some
17 configuration changes, just like any other airplane.

18 Q. Um-hum. So let me just -- I haven't flown the airplane.
19 I hope I get a chance to get out and observe, maybe, but in the
20 meantime, you know, you're the expert so you're helping me
21 understand the airplane a little bit. If I'm at autopilot power,
22 you know, a level flight and I push the power up, you know, say
23 pretty significantly, is that going to give me a pitch change?

24 A. You mean if you're hand-flying the airplane?

25 Q. Yes.

1 A. It's going to give you a yaw change for sure.

2 Q. Is it?

3 A. Yeah, it'll pitch some a little bit, but --

4 Q. Pitch.

5 A. -- I don't think it's really significant.

6 Q. Does it pitch up or down?

7 A. You mean if you're flying?

8 Q. If you're at level flight and you push --

9 A. Well, if you're holding back on the yoke and you hold it
10 back and you put power to it, it's going to climb so you have to
11 pitch it back down.

12 Q. Um-hum, okay. What about the up?

13 A. Well, it definitely reacts to power changes in yaw --
14 power change.

15 Q. Okay. When you push the power up, what's it do?

16 A. It yaws. You have to give it -- rudder.

17 Q. Okay.

18 A. Yaws --

19 Q. Okay. What about flap changes when you're going from
20 zero to five and then, you know, five to ten and then ten to
21 fifteen, does that give any pitch change?

22 A. Yeah, a little bit.

23 Q. Can you characterize it?

24 A. Well, it wants to pitch when the flaps are in transit,
25 sure.

1 Q. Pitch up?

2 A. Um-hum, yeah. Because well, again --

3 Q. Yeah.

4 A. Yeah.

5 Q. Okay. Any idea how much?

6 A. Well, talking about flaps, full flaps, it's -- I don't
7 really think it's significant. It still stays pretty much within
8 the trim range.

9 Q. What do you do as a pilot, I mean, if you're hand-flying
10 the airplane and you're moving the flaps? Are you needing to move
11 your trim to compensate?

12 A. Maybe a little bit.

13 Q. Just a little bit. How about the rudder trim?

14 A. Yeah, you also have to trim the rudder a little bit any
15 time you change the power.

16 Q. So would you say it's -- I'm just -- you know, I'm just
17 trying to get you tell me a little bit about flying the airplane.
18 You're hand-flying the airplane, what are the trim requirements
19 when you're changing power, especially when you're adding power?

20 A. Well, usually there's a little bit of a pitch change and
21 little bit more. I think it's more of a yaw change, myself, than
22 it is a pitch change.

23 Q. So would you say that -- would be it accurate to say
24 when you're hand-flying a Q and you're changing power, you're
25 going to be working pitch change, you're going to be using yaw

1 change, is that fair to say?

2 A. Well, eventually, yeah. Usually, you just fly the
3 airplane and then just trim off the pressure as you need to.

4 Q. Um-hum.

5 A. But you wouldn't necessarily just sit there trying to
6 play with the rudder, you just add a little bit of rudder pedal
7 until you get a chance to reach over and change it.

8 Q. Um-hum, okay.

9 A. You just keep the ball centered like any other airplane.

10 Q. Okay, all right. Let's talk a little bit about
11 Captain Renslow. Did you know Captain Renslow?

12 A. I've met him on a few occasions, yes.

13 Q. Um-hum. As his supervisor, I guess, as the chief pilot,
14 what did you think of him as an employee?

15 A. I didn't have any significant issues with him,
16 whatsoever. I mean, he always showed up for work on time, always
17 -- you know, ever since I took over as chief pilot, I've never had
18 any issues with him, whatsoever.

19 Q. You never had any issues with sick calls, fatigue calls,
20 late calls?

21 A. No.

22 Q. Nothing like that, okay. Were there ever any
23 performance issues?

24 A. Since I became chief pilot, not that I'm aware of.

25 Q. Okay. Well, you became chief pilot --

1 A. May.

2 Q. -- in May, right?

3 A. Yeah.

4 Q. So obviously, when you take over, there's history before
5 that so --

6 A. Um-hum.

7 Q. -- a matter of becoming familiar with your guys.

8 A. Yeah, yeah. And -- yeah, he was down in Houston before
9 he came over to the Q400, so he -- but I don't have anything in
10 his file that would signify anything significant in his recent
11 history. You know, I don't -- all I can say is I looked at it
12 before we upgraded it, I looked at his most recent PC and it was
13 satisfactory, so there wasn't any issues that I saw within
14 transitioning.

15 Q. So you look at the records of people when they're
16 getting ready to upgrade to captain routinely?

17 A. Yes. Yeah, we haven't had any upgrades to speak of
18 recently, no.

19 Q. Oh, is he the only one?

20 A. No, he didn't upgrade. He transitioned.

21 Q. I'm sorry. Excuse me for saying upgrade when I meant
22 transition.

23 A. Um-hum.

24 Q. But --

25 A. Yeah, I would just typically look at, you know, their

1 most training event to see how it went, make sure it was
2 satisfactory.

3 Q. Okay. So when Captain Renslow got ready to transition
4 to the Q, he was going to be training on the airplane, you did
5 take the time to at least briefly review his record?

6 A. As far as his training record, yes.

7 Q. Um-hum. Did you find any issues, performance issues, in
8 there that, you know, brought to your attention?

9 A. What do you mean by specifically by performance issue?
10 Like --

11 Q. Did he fail any checkrides?

12 A. As far as I know, he has in the past, yeah.

13 Q. Can you recall when or where or how much or where or
14 what?

15 A. I believe he failed his initial upgrade training,
16 initially, and had to get retrained and take the checkride again.

17 Q. Okay. So you were aware of that?

18 A. Yes.

19 Q. Did he have any other status in his -- training record?

20 A. Well, I don't recall, but --

21 Q. So you were aware of one -- the one time?

22 A. Yes.

23 Q. Did you recall what that issue was, why he didn't
24 succeed in that?

25 A. I can't remember a specific maneuver. It was -- if I

1 remember correctly, it was something to do with either single
2 engine ILSs or single engine missed approaches or -- I'm not
3 exactly sure which one of those, something that came to that.

4 Q. Did you consider that a red flag?

5 MR. JAQUES: Can you explain to me what a red flag --
6 is?

7 BY MR. COX:

8 Q. Do you know what a red flag is?

9 MR. JAQUES: Well, it's ambiguous. I think you didn't
10 explain what you mean by that. If you mean it's a disqualifying
11 event, you ought to say so. If you mean it's a concern -- you
12 need to say something other than just red flag.

13 MR. COX: Say, Tim.

14 (Off the record.)

15 (On the record.)

16 BY MR. COX:

17 Q. Okay. Was there anything in Captain Renslow's record or
18 in his checkride failure that you thought merited further
19 attention from you?

20 A. Well, I did call him after that.

21 Q. You called him?

22 A. I did call him and I told him his next PC needs to be
23 right on -- so that's the only thing in that regard. I mean, I
24 didn't necessarily think one error was a disqualifying event.

25 Q. I understand that. Would two unsats be something that

1 you think might be of heightened concern?

2 A. You mean two failed type rides?

3 Q. Two unsats in Colgan training.

4 A. Well, again, it would depend on, you know, whether they
5 were recent in my mind or -- you know, from four or five years
6 ago.

7 Q. Um-hum. So you did call him?

8 A. Yes, I spoke to him.

9 Q. Did you discuss what you expected with anyone else at
10 Colgan?

11 A. I would periodically do that, yes.

12 Q. Did you discuss Captain Renslow with anyone else at
13 Colgan prior to his training on the Q?

14 A. Just for crew records, to see what his records were, if
15 I recall correctly, and I can't recall speaking to anyone else
16 about his training record.

17 Q. Okay. Can you think of how many pilots would've
18 transitioned or upgraded to captain on the Q since you've been the
19 chief pilot, roughly?

20 A. Well, there have been no upgrades.

21 Q. Okay.

22 A. Transitions would be most of the captains on the fleet
23 except for the few that they hired as street captains.

24 Q. Roughly, how many are there now?

25 A. Let's see. I believe there's about -- I can't give the

1 exact numbers. Right around about 60, I believe.

2 Q. So of those 60, were there any others who had had any
3 kind of proficiency problems such as an unsat on a Colgan
4 checkride that came to your attention?

5 A. Well, again, I was -- most of the transitions were done
6 when I took over, but -- so since there were -- I can recall it, I
7 think there was a couple others, yeah.

8 Q. Um-hum. What did you do about them?

9 A. Same things. Just look at their record and make sure
10 that they had a recent proficient checkride and talked to them
11 about it and go from there.

12 Q. Okay. Do you maintain any kind of a list of individuals
13 that you are looking out for that you might call a watch list or a
14 concern?

15 A. Not a formal list, no.

16 Q. How about informal?

17 A. I mean, not -- no, unless there's something that's
18 brought to my attention that they need to be watched, I would have
19 the standards department observe them at that point, but no, I
20 don't have anything to specifically go out and watch specific crew
21 members.

22 Q. Okay. All right. Do you know if Captain Renslow ever
23 turned in any irregularity reports?

24 A. I'm sure he has.

25 Q. That you would recall?

1 A. No, I don't specifically recall any reports that he has
2 submitted, but they would normally go straight to Safety and then
3 they would only send them to me if it was an operational issue.

4 Q. So that -- you don't recall getting any specifically
5 that would've been submitted by him?

6 A. No.

7 Q. When you did your initial training, Bill, was that up at
8 FlightSafety in Toronto?

9 A. Yes.

10 Q. And I guess you did this stall and recovery training
11 that they do there, the routine --

12 A. Um-hum.

13 Q. -- recovery training, right? Is that training uniform
14 today, what Colgan teaches, pretty much the same thing that was
15 taught when you first went through?

16 A. Yeah. So far as I know, it is.

17 Q. Okay. Do you do any other kinds of stall recovery
18 training such as the stall training that is supposed to be
19 intended for a tailstall?

20 A. No.

21 Q. Okay. Do you get involved in the pilot hiring process?

22 A. Well, we really haven't done much hiring since I've
23 taken over, so I'm supposed to but it hasn't been necessary.

24 Q. Up until now, just based on since the time you've been
25 chief pilot, you really haven't had the opportunity to do that?

1 A. Very little, very little. We have done very little
2 hiring in the last few months.

3 Q. Does Colgan maintain training records that go back and
4 detail the performance of individual pilots on their training
5 events?

6 A. You mean a record of past fails, unsats and checkrides
7 and stuff are you talking about?

8 Q. A detailed record that would say how they performed in
9 each individual maneuver.

10 A. In each individual maneuver, no.

11 Q. Any record of comments that an instructor might have
12 made on training?

13 A. Yeah, if there was trained in-proficiency (ph.) or an
14 unsat on a particular maneuver, that would be recorded in their
15 training record.

16 Q. Okay. Would you happen to know if Captain Renslow had
17 any trained in-proficiency kinds of events in which there would be
18 comments on his record?

19 A. Not off the top of my head, no.

20 Q. You didn't see any?

21 A. No, I didn't specifically see any. No.

22 Q. Okay. Have you flown up to Buffalo?

23 A. Yeah.

24 Q. Recently?

25 A. No, not real recently. The last airplane we picked up

1 from the factory was the last time I did it, so it would've been
2 five months ago, six months ago, when we took the last delivery.
3 I don't remember.

4 Q. Oh, you go to Buffalo when you do delivery?

5 A. Toronto to Buffalo, Buffalo to -- well, originally
6 Manassas and then now, the last few would've been straight to
7 Newark -- or Albany, I'm sorry. Albany.

8 Q. Albany, okay. Well, just speaking of Buffalo, then, can
9 you recall maybe the last time you flew in there?

10 A. Um-hum.

11 Q. Do you recall which approach you made or which runway
12 you landed on?

13 A. I believe it was 2-3.

14 Q. Two-three.

15 A. Um-hum.

16 Q. That's pretty common there. You recall anything about
17 anything unusual at the islets there?

18 A. Not for that particular night, no.

19 Q. If you were going in there today, would there be
20 anything about that particular islet that you would be concerned
21 about or if you had an issue as far as NOTAMs or --

22 A. Well, there have been reports, to the best of my
23 knowledge, that there's something wrong with the localized
24 approach from the north and from -- at some point, yeah.

25 Q. Um-hum. Do you know more details about what those

1 reports involved?

2 A. A little bit, yeah. I think the one is the localizer,
3 if more than 5 degrees off, you don't get a glide slope and from
4 the north side -- and if I recall, it's a pitch. There's
5 something about the glide slope pitching up or rising rapidly at
6 some point and I did not personally see that --

7 Q. All right. Is that something you've been aware of for a
8 while or is that just recent?

9 A. That's just --

10 MR. JAQUES: Which one?

11 BY MR. COX:

12 Q. The anomaly, the glide slope anomaly.

13 A. No, I was not aware of that one until recently.

14 Q. How did that come to your attention?

15 A. I was sent a copy of a bulletin or report from another
16 airline and that's how we figured out that there was a possible
17 issue with the glide slope.

18 Q. I see. Within your own company reporting systems,
19 whatever they might be, irregularity reports, safety reports,
20 direct phone calls, whatever they might be, were you aware of any
21 reports about glide slope anomalies at Buffalo?

22 A. From within the company, no.

23 Q. Okay. I believe you have an ASAP program?

24 A. Yes, we do.

25 Q. Uh-huh. Do you know how long that's been in force?

1 A. Somewhere between one and two years, a year and a half,
2 somewhere in that neighborhood.

3 Q. Can you tell me who, from the company, from Colgan, is
4 responsible for that program?

5 A. Well, Robert True is the person that administers it,
6 currently.

7 Q. Okay. Is there anyone else who participates in the
8 management of the ASAP?

9 A. Well, it's run by the safety department in general, but
10 Robert's the administrator, so you know --

11 Q. Um-hum.

12 A. -- it would be overseen by Daryl LaClair and Dan Morgan
13 in the safety department, but he's still the one that actually
14 operates the system.

15 Q. I see. Is there any kind of a committee, other group or
16 organization within Colgan who would review ASAP reports besides
17 just the safety department?

18 A. Well, ASAP reports are -- you mean when they're
19 submitted? They're all confidential and they don't usually get --
20 I'd get notification that one's been received --

21 Q. Um-hum.

22 A. -- but I don't ever actually see them until after the
23 fact when they've been de-identified and the ERC is done with
24 them.

25 Q. You said the DRC?

1 A. ERC.

2 Q. ERC. And what's that?

3 A. That's their committee that meets to resolve or just
4 talk about the reports.

5 Q. Okay. Who's on the ERC?

6 A. Well, mostly it would've been Robert True and FAA,
7 Richard Bell and Waylon Kramer (ph.) and I believe Sheri Baxter
8 occasionally would sit in on it.

9 Q. So I'm not sure I got those names. Richard Bell?

10 A. Yes.

11 Q. He's the FAA?

12 A. Yes.

13 Q. You said Sheri Baxter.

14 A. Uh-huh.

15 Q. That's Colgan. And you mentioned one other person?

16 A. A pilot named Waylon Kramer. Because there was an FAA
17 rep, a company rep and a pilot rep.

18 Q. Oh, Mr. Kramer.

19 A. Um-hum.

20 Q. That's this fellow here, uh-huh. Who selected
21 Mr. Kramer?

22 A. I don't know. That happened before I ever was involved
23 with any management issues. Actually was -- he was there when I
24 assumed the position, so I don't know who would've selected him.

25 Q. So once this event review committee meets and considers

1 any and all reports and de-identifies them, then what happens to
2 events that may be of interest to you or to the company?

3 A. Well, eventually do a report on what reports they've
4 collected and of course, they also submit a recommendation for
5 each report, that they have some kind of an action that they want
6 taken on and then I would ensure that that is complied with.

7 Q. Okay. But that's after it's been de-identified, right?

8 A. No, that has to -- well, the report has to be de-
9 identified -- so the report to me would have the names on it
10 because I need to know who to train.

11 Q. Uh-huh.

12 A. But we don't -- I don't keep records as far as it's not
13 supposed to be part of their permanent record as when they've been
14 trained, so I don't.

15 Q. Okay.

16 A. Those are kept by Safety.

17 Q. Okay. So would it be fair to say that in some cases,
18 after an event review committee has met, you would know who an
19 individual was who may have been involved in an event or in other
20 cases, you would not?

21 A. Yes.

22 Q. Okay. Was Captain Renslow ever involved in any event
23 such as this?

24 A. None that I'm aware of.

25 Q. Okay. In events that were captured by the event review

1 committee, were there ever any events which involved the stall
2 prevention system shaker coming on?

3 A. From an ASAP report? No, not that I'm aware of.

4 Q. Have you had any such reports from any other source?

5 A. You mean a report of a pilot inadvertently?

6 Q. Um-hum.

7 A. Well, yes.

8 Q. Can you give me an example?

9 A. Well, there was one instance. I don't even recall the
10 exact date. I remember there was a line check that was done and
11 the stick shaker went off and they were removed from flight
12 status.

13 Q. Which airplane was that?

14 A. It was on the Q.

15 Q. Can you tell me anything more about it?

16 MR. JAQUES: Let's go off the record for a second.

17 (Off the record.)

18 (On the record.)

19 BY MR. COX:

20 Q. Just speaking of that particular event, it took place on
21 a line check.

22 A. Um-hum.

23 Q. Can you describe, in a little bit more detail, what
24 happened?

25 A. Well, all I really know is what I got from the check

1 airman on that one is that it was recorded as an unsatisfactory
2 line check and that the crew got too slow on the approach and had
3 the shaker and the recovery from it.

4 Q. Do you know at what point during the approach that
5 happened?

6 A. I believe it was the initial approach phase.

7 Q. Do you know at what airport?

8 A. I don't recall at this point. I believe -- it wasn't
9 Buffalo.

10 Q. That's all right.

11 A. It's up north somewhere. It might've been Albany or
12 Burlington.

13 Q. Do you remember whether they may have been in icing
14 conditions or not?

15 A. I'm not aware of whether they were. I believe they may
16 have been, but I'm not positive.

17 Q. Do you recall who the check airman was?

18 A. Yes.

19 Q. Can you tell me who that is, please?

20 A. His name was Refert (ph.).

21 Q. Would you --

22 A. Bruce.

23 Q. Bruce who?

24 A. Refert.

25 Q. Refert?

1 A. Um-hum.

2 Q. Were there any other events other than that one that
3 involved the activation of that stall prevention system?

4 A. That's the only one I'm aware of.

5 Q. Do you have a FOQA program?

6 A. Not yet, no.

7 Q. Is it in the works?

8 A. Yeah, they're working on developing and implementing
9 one, but it is not -- it's not in process, whatever. It's not
10 working right now.

11 Q. Okay. Just going back to the airplane, how do you go
12 about setting your speed bugs for landing?

13 A. You mean for landing, the two speed bugs, one would be
14 the VREF or VREF ice and the other one would be for VGO or VGO and
15 ice.

16 Q. Okay. And where do you get that information that
17 they're normal?

18 A. ACARs.

19 Q. And if the ACARs isn't available, how do you --

20 A. Well, there's three basic systems at that point. You
21 can go by the -- you can contact dispatch and have them enter the
22 data and give it to you. You can go by your -- then you can fall
23 back to your TLR on the release, in absence of that and that would
24 be on your planned weight under your flight conditions and then in
25 absence of that, the very last ditch effort would be the toll

1 cards in the cockpit.

2 Q. So you always had a toll card there?

3 A. Um-hum.

4 Q. Okay. When you're doing your landing preparation, the
5 pilot monitoring is getting the ADIS, doing your planning for
6 landing --

7 A. Um-hum.

8 Q. -- is any of that data ever written down any place on a
9 toll card?

10 A. Um-hum, yeah.

11 Q. So these are disposable toll cards?

12 A. Yeah.

13 Q. Yeah, okay. In your experience flying the airplane or
14 observing other pilots flying the airplane, have you ever seen or
15 had occasion to have the increase reference speed switch on but
16 have the bugs set to the normal non-icing speeds?

17 A. No, they shouldn't be doing that.

18 Q. You haven't seen that?

19 A. No, not that I've been flying the airplane.

20 Q. Okay. Never?

21 A. No, not for me.

22 Q. During a training that you got when you were learning to
23 fly the airplane, did at any time any of the people who were
24 teaching you to fly the airplane discuss what might be the
25 consequence of doing that?

1 A. Oh, yeah. Yeah.

2 Q. And what did they say?

3 A. They said you can get a stick shake or a stall warning
4 before you get to your bug speed.

5 Q. Did anyone in your training that was doing that ever
6 talk about how, having had that experience?

7 A. I don't recall a whole lot of using it in the simulator
8 to start with, but no, I can't recall having -- I mean, I did my
9 training and then I observed a few training sessions and I never
10 saw that.

11 Q. But just going through and learning about it, if you did
12 have that situation and you left that increase ref speed switch on
13 but your bugs at the normal setting, when did you see that shaker
14 come on, typically? Where would that happen?

15 A. Basically, when the low speed cue reaches the air speed.

16 Q. All right. So in the landing, correct?

17 A. Well, it could be in cruise if you got that slow, but
18 sure.

19 Q. Sure. And in that event, would you really be stalled?

20 A. No.

21 Q. So what would your advice be to a pilot if he had that
22 happen?

23 A. I would probably tell him to treat it as a stall,
24 anyway.

25 Q. Okay. What about if he was in a landing clear?

1 A. If he was in a landing clear? Hopefully that's not an
2 issue, but again, I'd treat it like a stall.

3 Q. Okay. Has that scenario come up in any events that
4 you're aware of at Colgan?

5 A. No. Not that I'm aware of.

6 BY MR. BYRNE:

7 Q. Sorry for the delay. You took over as chief pilot in
8 May?

9 A. Um-hum.

10 Q. What happened to the last chief pilot?

11 A. He passed away.

12 Q. And how long had he been chief pilot?

13 A. A few years. I can't recall the exact number, but maybe
14 five.

15 Q. Okay. Since you became chief pilot in May, what changes
16 have you implemented at the company?

17 A. Well, basically just -- well, when I first took over, I
18 was just trying to get control over the duties and
19 responsibilities I'm supposed to have that were being done by
20 other people. The biggest one I had, initially, as far as -- I'm
21 not sure I'm following you, so --

22 Q. Just if you've made any changes in how the chief pilot
23 does his job since you took over, based on your time doing the
24 job.

25 A. Yeah, yeah. Like I just said, try to make sure that I

1 communicate as much as I can to the crews more than the previous
2 chief pilot and get more involved in, you know, safety issues and
3 operational issues and things of that nature which the previous
4 chief pilot really didn't do.

5 Q. How effective have you been with that?

6 A. Well, I think it's still a work in progress, but I think
7 there's definitely been an improvement.

8 Q. What type of -- or I guess you have an open door policy
9 or how do crews, pilots --

10 A. Well, yes. But unfortunately, I spend a lot of time in
11 Manassas and the crews don't fly through Manassas anymore, but I
12 spend time in Newark, I leave the door open or if I spend time in
13 Dulles as much as I can -- I tell them all they can call me on my
14 cell phone any time they want to call me.

15 Q. When was the last time a pilot called you on the cell
16 phone?

17 A. Well, all day long.

18 Q. So they are using that mechanism for communicating to
19 you?

20 A. That and the office phone and e-mail and -- yeah.

21 Q. What kind of safety concerns do they bring to your
22 attention?

23 A. Mostly, it's operational issues, you know, like crews
24 clearing on the start and then walking away from the airplane and
25 nobody watching the prop or you know, stuff like that.

1 Q. Ramp and marshaling type issues?

2 A. Ramp issues, marshaling issues, yeah. Occasionally --
3 you know. Most of them are in that nature, yeah.

4 Q. What issues come to your attention directly from pilots
5 regarding the Q400 operations, itself, operating the aircraft?

6 A. I'll occasionally get a call from somebody asking to
7 clarify something, yeah. A lot of times they get directed to
8 Billy and if Billy can't answer or something, he'll refer it to me
9 in that regard, but you know, Billy doesn't -- has not typed an
10 airplane, so if it's a technical question for the airplane, it
11 gets directed to me.

12 Q. Do you recall the last one that came to you like that,
13 what the issue was?

14 A. I think the last one that -- most recent one I had was
15 just -- of course, in the last few days there's been a lot of
16 questions about the -- usually whenever we put a bulletin out, we
17 get a lot of questions on the bulletin and that's what most of
18 them have been in the last week or so.

19 Q. And the bulletin was?

20 A. A change in the deicing for flight, to define levels for
21 different conditions.

22 Q. And that bulletin was -- when was the work -- or when
23 did the company decide to put out that bulletin?

24 A. Well, it's been going -- it was a work in progress for
25 the last -- since October when it finally got finalized and

1 approved by the FAA and put out just a few weeks ago.

2 Q. What's your understanding of the reason for that
3 bulletin?

4 A. To clarify the -- when they should have the ice
5 protection on because the checklist just says on and all on and
6 then this just says okay, when this happens, you turn this on and
7 when this happens, you turn this on.

8 Q. Was there a particular catalyst in the company that
9 caused --

10 A. No, no.

11 Q. -- the company to put that bulletin together?

12 A. Just finally getting it out the door.

13 Q. FAA didn't ask for that clarification?

14 A. They brought it up several months ago, yeah.

15 Q. So the FAA was bringing to your attention the need for
16 this information?

17 A. No, they just wanted to -- I think the way that I
18 understood was they were trying to -- since the -- come from the
19 SAAB, in the SAAB it was defined in levels, that they thought it
20 would be good to do it that way.

21 Q. It's for overall company standardization?

22 A. Right.

23 Q. Have you made any input across the company to training,
24 suggested any changes in training since you've become chief pilot?

25 A. We've done some changes, not a whole lot of changes in

1 training, specific training. Usually, it's more directed towards
2 emphasis of any particular issue that's been an issue lately.

3 Q. What kind of issues have been issues lately?

4 A. Well, obviously, deicing lately is the biggest one but,
5 you know, it's usually -- trying to think what the last issue
6 before that really was, was -- I believe it was nonstandard -- in
7 the airport, not having the charts out and not being aware of
8 where they are on the airport, things of that nature.

9 Q. How did that issue come to your attention?

10 A. An ASAP report, the crew getting lost on the airport.

11 Q. Okay. Any other issues other than the ground taxi
12 issue? Deicing?

13 A. With deicing?

14 Q. No, any other -- you mentioned deicing, you mentioned
15 ground taxi. Any other issues come to your attention as far as --

16 A. Well, there's always -- yeah, there's always the
17 occasional crew flying the wrong route because they programmed the
18 box wrong or something like that, yeah.

19 Q. Okay. You report to who?

20 A. To the Director of Operations.

21 Q. How often do you communicate with him?

22 A. Daily.

23 Q. What's the general nature of that communication?

24 A. It can be anything from hey, what's going on to we got a
25 problem.

1 Q. What are the current issues that you and the Director of
2 Operations are discussing?

3 A. Well, there's a lot. Let's see. Usually -- well, this
4 morning we were talking about, you know, a couple of the line
5 checks that have occurred, you know -- you know, and how many done
6 and how many more are still pending and like, you know, if we have
7 a crew that we have to get somewhere or this, this morning, you
8 know, we have a flight but no crew so how are we going to get a
9 crew up there and so it's pretty much a daily thing.

10 Q. What safety issues are the focus or the topics of
11 discussion between you and the Director of Operations?

12 A. Safety and -- usually, I direct those more towards
13 myself and him. I'll go speak to Dan Morgan if we have a safety
14 issue that we need to address right away, but again, it can be
15 almost anything on a given day. It's -- you know, weather and we
16 got a bunch of crews getting delayed somewhere or, you know, we
17 got issues with maybe crews going on excessively long duty days,
18 what are we going to do about it, things of that nature.

19 Q. Okay. And the people that report to you are just the
20 regional chief pilots?

21 A. Directly to me, regional chief pilots.

22 Q. Okay. Do you have administrative assistants or
23 anything?

24 A. I do not, no.

25 Q. Do you need one to do your job?

1 A. They're talking about hiring one.

2 Q. What communications do you have with peers, other chief
3 pilots at other airlines?

4 A. We get calls occasionally, especially from the other
5 Q400 operators, occasionally.

6 Q. What information are you sharing or the topics of those
7 conversations?

8 A. Mostly that P.D. handles all that, a lot of that, as far
9 as the fleet manager, but occasionally they'll call and ask me a
10 question and I'll usually refer them to -- you know, if it's
11 something that I can't answer, I'll refer it to P.D., but it's
12 usually just general operating -- you know, how much wear are you
13 getting out of your brakes and things of that nature.

14 Q. Okay. And your interface, then, with -- P.D. Weston's
15 the fleet manager?

16 A. Yeah.

17 Q. What -- describe the nature of your interface there.

18 A. He'll usually keep me advised of what he's planning or
19 I'll keep him advised of hey, we got this problem, how are we
20 going to address it as far as okay, you know, we need to clarify
21 this rule or this part of the checklist a little more and things
22 of that nature.

23 Q. Are you co-located as far as --

24 A. With P.D.? Yeah, he's just down the hall from me.
25 Yeah.

1 Q. And do you do any flying at this time, outside of
2 Colgan, any personal --

3 A. Well, I own two airplanes, so yeah.

4 Q. Okay. As far as -- you mentioned a lot of your days
5 spent addressing crew issues.

6 A. Um-hum.

7 Q. What are the biggest crew issues that you're dealing
8 with?

9 A. Payroll is the single biggest one, you know, guys
10 thinking, you know, I should be paid for this or not paid for this
11 and do I get paid when I do this and don't I get paid when I do
12 that and that's the single biggest issue, usually, and then after
13 that it's, you know, duty time, hey, can I go home early and stuff
14 like that.

15 Q. Okay. The unsat line check that you mentioned involving
16 a shaker on the Q400 --

17 A. Um-hum.

18 Q. -- what did you do after receiving that information?

19 A. I had removed the crew from flight status for the time
20 being.

21 Q. And what happened next?

22 A. We are -- well, we replaced the crew and now we have to
23 take them and evaluate it and see what happened. Basically, this
24 is a recent event, so -- basically, at this point, they are
25 without flight status and they're coming to visit me and then

1 we'll take it from there.

2 Q. Recent event defined as what? When did it happen?

3 A. Was it yesterday or the day before? It blurs together.

4 I think it was -- yeah, I think it was the day before.

5 Q. Okay. And were these crew members new to the aircraft?

6 A. The captain's been on the airplane for probably about --

7 was it about January? So probably about nine months, eight

8 months, something like that.

9 Q. And the first officer?

10 A. And the first officer was actually fairly new, also, so

11 about the same, about 10 months.

12 Q. Who was the flying pilot?

13 A. The captain.

14 Q. And where was the crew based?

15 A. Based in Newark.

16 Q. When Roger was asking you about the ASAP program and

17 events that -- well, on occasion that events come to your

18 attention where you do know the pilot's name, he asked as far as

19 whether Captain Renslow was ever on any of those events.

20 A. Yeah.

21 Q. What about First Officer Shaw, was she on any of the --

22 A. No.

23 Q. -- ASAP events that came to your attention?

24 A. No.

25 Q. And as far as the de-identified data that comes to you

1 from the ASAP program, what issues are you seeing?

2 A. A lot of just, you know, altitude deviations, route
3 deviations, slight deviations from a clearance kind of thing is
4 most of them. And then occasionally, it's stuff that's a little
5 more -- but the bulk of them are that and occasionally, it's
6 something that's a little more significant.

7 Q. What comes to your attention through the ASAP program
8 regarding deviations from standard operating procedures?

9 A. Could be a lot of things, but usually it's either, you
10 know, sterile cockpit or -- it can be almost anything.

11 Q. What are you -- what actions are you taking regarding
12 those types of issues, deviations from standard operating
13 procedures or sterile cockpit?

14 A. Well, I take the information and try to emphasize that
15 area in the training is when I usually get with the Director of
16 Training with and then if necessary, put out a memo or a bulletin
17 or a read-and-sign saying hey, watch out for this or that and I
18 can't really do anything particular to the crew other than did the
19 ERC recommend the training, so --

20 Q. I understand that, but I'm thinking broader system-wide
21 from --

22 A. Well, we try to -- well, like I said, emphasize to the
23 system, either through training or through a bulletin or a memo or
24 a read-and-sign to let's-be-careful-about this kind of thing.
25 Usually, I'll write a memo and say hey, we just had a crew do

1 this; let's not do that again, at least, you know, at the very
2 least. If it's something silly.

3 Q. What bulletins since May have you put out regarding
4 sterile cockpit adherence?

5 A. I put out, I know for sure, as a read-and-sign and then
6 a couple brief -- messages recently about adhering to SOPs
7 including sterile cockpit and another crew track about when it
8 begins and ends for a climb and a descend.

9 Q. And the read-and-sign on adherence to SOPs, the read-
10 and-sign came out when?

11 A. Well, I put a couple out. The very first one I put out
12 last summer, so just a general adherence to rules thing and it
13 mentions sterile cockpit and a bunch of other things and you know,
14 avoiding complacency, things of that nature. Just a general, you
15 know, let's get on top of our games kind of thing.

16 Q. And the next one came out when?

17 A. Sometime in the fall, I can't recall the exact month.
18 It could have been October or so and then usually there's one
19 about something -- few months, every four months or so, five
20 months, something like that.

21 Q. Was the one last fall specific to sterile cockpit?

22 A. No, no. Just SOP issues.

23 Q. Did it mention sterile cockpit?

24 A. That one I don't believe I did, no.

25 Q. Did any read-and-sign issue before the accident

1 specifically mention sterile cockpit?

2 A. Yes, at least one read-and-sign for sure.

3 Q. Okay. And the reason for issuing that read-and-sign
4 was?

5 A. I had gotten a report from one of our line check airmen
6 that somebody had mentioned something at an inappropriate time and
7 they corrected them and I wanted to make sure the guys were aware
8 that they shouldn't be doing that.

9 Q. Okay. And I'm trying to keep my -- or trying to use
10 terminology that is consistent with the company's terminology.
11 I'd now like to switch to, I think you said crew track bulletins?

12 A. Well, there's crew track messages, which is something
13 they get from the computer when they check in and then there's
14 bulletins which are additions to the manuals.

15 Q. Okay.

16 A. And then there's read-and-signs which are just, you
17 know, information that they have to check as part of their
18 preflight when they check in.

19 Q. So we've talked about the read-and-signs, now the
20 bulletins with respect to adherence to sterile cockpit since May.

21 A. Well, I think that was done, actually, as a read-and-
22 sign. I don't believe there was a memo put out to that.

23 Q. Okay.

24 A. I mean, I'm sorry, a bulletin. I'm sorry.

25 Q. I'm confused.

1 A. Yeah, yeah.

2 Q. Have there been any bulletins issued regarding the
3 sterile cockpit since you took over in May?

4 A. Not bulletin, just read-and-signs.

5 Q. Okay. Any bulletins with respect to adherence to
6 standard operating procedures?

7 A. Again, that's mostly would be directed towards a read-
8 and-sign.

9 Q. Okay. And now the crew track messages that you see when
10 you log on.

11 A. Um-hum.

12 Q. You mentioned that there were a couple of those issued.
13 Were they issued on sterile cockpit?

14 A. There were a couple that were done about that, yes.

15 Q. When?

16 A. Most recent one would've been within the last few weeks,
17 but I think there were three altogether, but -- at some point, the
18 last three months.

19 Q. The most recent one in the last few weeks was done after
20 the accident?

21 A. Yes.

22 Q. Was information associated with the accident the
23 catalyst for that?

24 A. Not necessarily. It's just a definition because I had
25 an FAA inspector come to me again and say a crew mentioned

1 something on the taxi in that they shouldn't have, so I wanted to
2 make sure that it didn't happen again.

3 Q. Okay. And that information came to your knowledge after
4 the accident or before the accident?

5 A. I believe it was the week after.

6 Q. Okay. Who was the inspector that came to you?

7 A. Mike Jessie.

8 Q. Did I see correctly in your manuals the irregularity
9 reports or some report has bred a bunch of tick boxes or boxes
10 where a pilot would put a check mark?

11 A. Irregularity event report. Could be one of them, yes.

12 Q. One of those check marks is associated with stick shake.

13 A. Yeah.

14 Q. Has that check mark ever been --

15 A. Not that I'm aware of.

16 Q. What's it there for?

17 A. That form has been around for -- I don't know. It's
18 been there for -- before I took over. And most of those forms are
19 being -- the paper forms still exist, but most of them are
20 submitted over the electronic, over the Internet now on the safety
21 website.

22 Q. Okay. You mentioned the LOSA program. How long has
23 that been in effect?

24 A. They implemented it, the most recent variant of it,
25 during the summer of last year.

1 Q. Was it fleet specific?

2 A. No.

3 Q. So both the SAAB fleet and the Q400 fleet?

4 A. And the Beech 1900 at the time.

5 Q. Who did the observations?

6 A. Check airmen mostly.

7 Q. From your perspective, is there any concern over check
8 airmen doing those types of observations as compared to pilots
9 that don't have the same role as check airmen?

10 A. Well, I think the check airmen are trained a little more
11 in being aware of what the standards are, but I don't think so,
12 no.

13 Q. Were these no jeopardy observations for the flight crews
14 involved?

15 A. Most of those are supposed to be no jeopardy, yes.

16 Q. How does the company communicate that to the pilots when
17 there's a check airman doing the observation?

18 A. Well, they're supposed to explain that to them when they
19 show up and tell them it's optional, that they don't even have to
20 allow them to do it.

21 Q. Did any of the check airmen get denied?

22 A. Not that I'm aware of.

23 Q. What were the findings of the LOSA as you understand
24 them?

25 A. The standards department produced a report on it and it

1 showed that there were some minor issues with manuals and currency
2 and not having -- installed correctly but as far as flight ops, it
3 looked pretty good.

4 Q. Any observations with respect to adherence to standard
5 operating procedure?

6 A. No significant issues. There were some minor issues
7 that were addressed. Usually, it was, you know, either not doing
8 the -- callout from the altitude select when they had a thousand
9 feet to go. There's a specific call they're supposed to make and
10 occasionally some crew wouldn't say -- they'd leave the radio
11 without telling the other guy they were leaving it and a lot of
12 minor stuff like that.

13 Q. Any observations with respect to sterile cockpit
14 adherence?

15 A. None that I can recall. Not on the LOSAs.

16 Q. You mentioned, looking back or looking at
17 Captain Renslow's record when he transitioned to the Q400, what
18 specifically did you look at?

19 A. I usually just take a real glance at the whole record
20 and then specifically concentrate on the most recent PC, the most
21 recent one, and make sure it was satisfactory and no TPs or
22 anything in there.

23 Q. And I'm unfamiliar with what you mean by record. Are
24 you referring to something on a computer or --

25 A. Yeah. It's kept by the records department, an

1 electronic copy of all his training and when he was trained and
2 what his currency is and all that.

3 Q. And what's the company's name for that record or what do
4 you --

5 A. They call it -- it's kept in the crew qual system and
6 it's a trainer record.

7 Q. Okay. And do you have to make a specific query to that
8 system or do you just page over to that crew member and --

9 A. Well, I actually don't have access to crew qual. I've
10 got to go over to records and say I need the training record for
11 such and such a pilot and they'll print it out and give it to me.

12 Q. And Roger, could you show him that document? Is that
13 what you're looking at?

14 A. Something -- yeah. Um-hum. Yes, that would be what it
15 would look like. Yeah. Um-hum.

16 Q. Okay. And based upon or when booking of that
17 information, I guess, the next one of the things that you said was
18 that the failure involved a single engine approach. How did you
19 come to that information?

20 A. Because I retrained him on the -- failure. I knew that
21 beforehand.

22 Q. You retrained him on a SAAB?

23 A. Um-hum, yeah.

24 Q. Okay. And as far as looking, pulling up the crew qual,
25 the training record, is that company procedure?

1 A. As far as --

2 Q. When you're having a pilot transition to the aircraft or
3 upgrade, as chief pilot is that --

4 A. Well, I just -- personally, I just -- I take a look at
5 it to make sure that he didn't, like, fail on the last four
6 checkrides or something. I want to make sure the last one was
7 good, so I look at it. It's not specifically a company procedure,
8 it's just one that, you know, one of the basic requirements we
9 look at.

10 Q. Okay. So it's not written down anywhere, it's something
11 you do?

12 A. Well, there's a bulletin that just says that we look at
13 their, you know, maturity and et cetera, et cetera, et cetera,
14 yeah. So it is written down, but it's not in -- the employee
15 handbook mentions a few basic things on it, but it doesn't
16 specifically say that we look at their training record. But yeah,
17 we have to look at their overall record.

18 Q. And as far -- Roger was asking as far as on oversight
19 program -- and I guess, let me rephrase the questions a little bit
20 differently. If a crew member has a difficulty in a line check or
21 has a unsat line check --

22 A. Um-hum.

23 Q. -- who looks back at the crew qual record to --

24 A. Well, I'll take a look at that, at that point and then
25 training, also.

1 Q. Is that a matter of routine that you do that?

2 A. Yeah. It just doesn't happen very often like that.

3 Q. Did you look back at the crew quals for the two crew
4 members involved in the -- event, the shaker --

5 A. I haven't had a chance to yet, but I will.

6 Q. How did you know First Officer Shaw?

7 A. First Officer Shaw, I've never met her.

8 Q. Never met her?

9 A. No.

10 Q. What was her reputation at the company?

11 A. As far as her reputation, she supposedly did a good job.

12 Q. And how did you come to know that information?

13 A. Just through Billy.

14 Q. As far as Captain Renslow, what was his reputation?

15 A. Again, as far as I know, that his reputation was that he
16 did his job, he showed up on time and you know, there were no
17 issues, you know, in his recent history that I'm aware of. I
18 mean, that's all I can go by on that.

19 Q. Now, when you called the -- started switch, but when you
20 called Captain Renslow --

21 A. Um-hum.

22 Q. -- and you told him that the next PC needs to spot on --

23 A. Um-hum.

24 Q. -- what did Captain Renslow say?

25 A. He told me it would be.

1 Q. And calling the pilot in that manner, is that a company
2 procedure?

3 A. No, I just generally do that so people that are
4 transitioning -- to make sure that they know that, you know, we're
5 considering them and you know, if there's any issues that they
6 won't be considered.

7 Q. Okay. And in your words, what is the role of the
8 Regional Chief Pilot in this organization?

9 A. In the case of Billy Morensi (ph.), it's mostly
10 administrative. It's just in charge of discipline and keeping
11 track of attendance and et cetera, et cetera in the operation in
12 general in Newark.

13 Q. And he's also responsible for Albany and Norfolk bases?

14 A. All the Q400 bases.

15 Q. Okay.

16 A. Yeah.

17 Q. And how about the -- is the Regional Chief Pilot for --
18 is that a different functional role?

19 A. He has a little more responsibility. He's typed in the
20 airplane and he's flown the airplane. So yeah, he has a little
21 more authority. But still, ultimately, he reports to me for
22 anything significant.

23 Q. Why isn't the Regional Chief Pilot at Newark typed in
24 the Q400?

25 A. I've been trying to make that happen for a while and so

1 far the company hasn't been willing to do it.

2 Q. How have you been trying?

3 A. Well, I keep suggesting that next class we run he needs
4 to be in and so far they haven't done that.

5 Q. Who are you making your suggestions to?

6 A. Higher up in the management chain, ops and things of
7 that nature.

8 Q. And what is their response?

9 A. Usually it's like yeah, sure. We'll look into that.

10 Q. What did the Director of Operations say?

11 A. I haven't addressed that with him, so I usually go talk
12 to the VP on that.

13 Q. Why would you not go to your first-line supervisor?

14 A. Because it just -- it just worked out that way. The way
15 things were going, we were in a room, all three of us and I
16 brought it up and I got the response from the VP.

17 Q. And since May -- or when was this communication?

18 A. Probably about December or January.

19 Q. Was it only one time that you've done this?

20 A. Well -- yeah.

21 Q. How does not being typed in the Q400 affect Mr.
22 Morensi's abilities to do his job?

23 A. I mean -- well, for what he does, I don't think it
24 really has a major bearing on it because anything technical gets
25 directed to me, but --

1 Q. How would having Mr. Morensi typed in the Q400 help you
2 do your job?

3 A. Well, I suppose that would allow him to take on a little
4 bit of the responsibility that I have to do right now.

5 Q. The -- making sure we've covered things. Oh, in your
6 duties and responsibilities contained in either the FOPPM or the
7 AAG, it states that one of the things you're responsible for is
8 the annual review of --

9 A. Um-hum.

10 Q. What is that?

11 A. Right at the moment it's just a matter of just keeping
12 track of annual training at this point.

13 Q. Is it -- it's not a performance based criteria?

14 A. No, not at this point.

15 Q. How do you accomplish that?

16 A. How do I accomplish --

17 Q. That annual review.

18 A. Basically, just make sure that there haven't been any
19 training records or any checkrides that are done that are -- come
20 back with any kind of issues on them on review and then make note
21 of it. But anything other than that, I don't really do at this
22 point.

23 Q. How do you work with captains from the PICs to monitor
24 the professional progression of the SICs?

25 A. Well, we have an FO evaluation system right at the

1 moment, a pilot evaluation system that I collect those and review
2 them.

3 Q. How long has that program been in place?

4 A. Not long. Since, I believe it was October this time
5 around.

6 Q. What's the genesis of that program?

7 A. Flight Standards and ourselves, we basically wanted a
8 way to evaluate the first officers on a more real time basis than
9 what we had, which was -- before the system existed, the only
10 thing I would get is occasionally a captain would complain about a
11 first officer, saying he's not doing something right and I had no
12 record of anything leading up to that.

13 Q. How well or how does this program being used? It is
14 being -- how many of these reports are coming in?

15 A. I probably have about a hundred of them so far.

16 Q. And are -- have you reviewed each one?

17 A. Yeah, I always take a look at them.

18 Q. What percentage of the reports are negative?

19 A. Very, very small percentage. I think I've had two that
20 said that they were not up to standard and --

21 Q. So is it generally positive information that's coming
22 in?

23 A. Generally, most of them say that the first officer is
24 right where they should be for their experience level.

25 Q. And what does that mean to you as a chief pilot?

1 A. Well, since most of them are about a year in the
2 airplane, I expect that they can now -- that they're aware of how
3 to operate the airplane without being told and that they can fly
4 the airplane and that there's not any issues with them as far as
5 needing any retraining or any supplemental observations or
6 anything.

7 Q. What's the policy for a pilot overnight-ing in the crew
8 room at Newark?

9 A. Well, we don't encourage that. We encourage them to
10 have a place -- there's a bulletin out that says they're not
11 supposed to spend the night in the crew room, but they're supposed
12 to or we encourage them to have an appropriate place to stay at
13 night when they're in base.

14 Q. And just so I'm clear, is there a bulletin or is it a
15 read-and-sign or a --

16 A. I believe it was put out in the form of a memo.

17 Q. A memo?

18 A. Yeah. Just a plain memo, yeah, if I remember correctly.

19 Q. And did that go to each and every crew member?

20 A. It should have.

21 Q. What's your involvement in the fatigue policy here?

22 A. Basically, unless -- if it's just a single person that
23 submits one, it's -- I get a report from crew scheduling in the
24 pass down, said some pilot has reported fatigue and then we make
25 sure that they submit the report and it's pretty much it for just

1 one call. If it's repetitive, then I'll call the pilot, try to
2 figure out what's going on.

3 Q. Since you took the job in May, how many crew member
4 fatigue report forms have come in to your office?

5 A. Well, not many. Usually they call fatigue and then
6 don't bother to submit the report and then I usually -- in that
7 case, I'll call them.

8 Q. Is it the policy that the form needs to be submitted
9 within 24 hours?

10 A. Yeah, it sure is. So a lot of times we'll have to call
11 them and go hey, you know, you need to submit the paperwork, but
12 once they come in, they just go -- I just take a look at them and
13 then file them if it's just a one time event. I don't do anything
14 else with it.

15 Q. Now, I guess, let's split this into -- I want to speak
16 specifically with respect to the crew member fatigue report forms
17 that come in.

18 A. Um-hum.

19 Q. How do --

20 A. They actually go to crew scheduling and then they'll
21 direct them to me.

22 Q. And you do get the forms? How many of these forms have
23 you received since May?

24 A. About a dozen.

25 Q. How many fatigue calls have happened since May?

1 A. Oh, about the same amount. Fatigue calls -- call in
2 fatigue, yeah.

3 Q. So you're getting the --

4 A. Yeah.

5 Q. -- forms for each and every fatigue call?

6 A. I believe so.

7 Q. How effective is the fatigue policy in your opinion as a
8 chief pilot?

9 A. Well, it seems -- you know, I haven't gotten too many
10 calls, so I guess -- it seems to be working, yeah.

11 Q. As far as the sick policy, what's your involvement in
12 that?

13 A. Which one?

14 Q. Sick policy.

15 A. Usually, I just track the sick calls and if necessary,
16 I'll give the guy a call and say hey, you know, make sure you're
17 aware of the policy and it's pretty much all -- come down to. I
18 don't think we've actually terminated anyone -- the sick policy or
19 anything.

20 Q. Is a doctor's note required when a crew member calls in
21 sick?

22 A. It's at the discretion of crew scheduling -- but yeah.
23 Sometimes yeah, sometimes no. I've had crew members call me and
24 say hey, I can't get to the doctor and I'll tell them don't worry
25 about it.

1 Q. And just to clarify, as chief pilot, what files do you
2 keep on the pilots?

3 A. As far as in my office?

4 Q. Yes.

5 A. I keep copies of letters that I've written to them.
6 Basically, attendance or disciplinary issues, things of that
7 nature, I keep copies of primarily, you know, keep copies of
8 pilots that have tendered resignations, pilots that have -- you
9 know, I have a file for vacation requests as far as time off
10 that's not a scheduled vacation. I have a file for sick notes, I
11 have a file for just general HR stuff, you know, either pay rate
12 changes and things of that nature.

13 Q. Have you provided any information in your officer
14 pertaining to First Officer Shaw and Captain Renslow to the
15 investigation, to Dan?

16 A. Anything that I have should be -- they should have,
17 yeah, because I really didn't have much on either one. I don't
18 think I had anything on either one, actually.

19 MR. BYRNE: Captain, thank you. That's all I got now.

20 MR. COX: Gene, do you have anything?

21 BY MR. CONWAY:

22 Q. Okay, yeah. Just a few questions here. Bill, with
23 regard to the stick shaker event, the day before yesterday I
24 believe you said or probably.

25 A. Yeah, the days have blended together, so -- it was in

1 the last day or two.

2 Q. Sure. With regard to that event, did -- when were you
3 notified?

4 A. I got a call at eleven o'clock at night saying hey, you
5 got this from a check airman saying -- an unsat checkride.

6 Q. And was he calling you from the arrival station?

7 A. Yeah.

8 Q. Would that suggest that that event had happened --

9 A. On approach.

10 Q. On approach, okay. So how long in minutes do you
11 estimate, just roughly, after the actual event that you were
12 getting the phone call?

13 A. Probably not much after he shut the airplane down.

14 Q. Okay. And do you know if the voice recorder was
15 protected or looked at, preserved?

16 A. Not that I'm aware of.

17 Q. Okay. Did you ask for it to be preserved?

18 A. I didn't. I called the operations duty officer at that
19 point and let him take over from that point because it was -- he
20 was on duty.

21 Q. Do you know what he did?

22 A. I haven't spoke to him since then, no.

23 Q. Do you know --

24 A. The Director of Operations was handling it this morning,
25 I know that, but --

1 Q. Um-hum.

2 A. -- I don't know what transpired because I've been here.

3 Q. Do you know if the flight data recorder was preserved or
4 reviewed or if there's any intention to do that?

5 A. I do not know, I do not know.

6 Q. Do you have a policy in unusual events? Do you ever go
7 in and listen to the voice recorders or flight data recorders?

8 A. We have done that, yes.

9 Q. You have done that?

10 A. Yeah, on another event.

11 Q. The check airman involved, is he new or an old hand
12 or --

13 A. He's been around a long time.

14 Q. Okay. Would I be correct to assume he was flying in the
15 jump seat?

16 A. Yes.

17 Q. Did he indicate to you whether he saw the air speed
18 becoming an issue before the shaker --

19 A. Yes. He said he pretty much jumped out of his seat and
20 almost pushed the power up himself before they did anything about
21 it.

22 Q. Okay. I guess what I'm trying to ask is did he -- was
23 his first alert, when the shaker, itself, occurred as opposed to
24 having seen it coming --

25 A. I don't know.

1 Q. You don't know, okay. Do you know if the increase ref
2 switch was on?

3 A. He said it was. They were landing in -- he said it was
4 on and it should've been on.

5 Q. It was on and should've been on?

6 A. Yes.

7 Q. Did he discuss the shaker with respect to the target ref
8 speeds that were being used?

9 A. I didn't get a full blown report from him. He just told
10 me that the shaker activated and that the ref switch was on and
11 that they had bugged ice speed, so I assume they slowed to the low
12 speed cue at that point. I don't have all the details. I haven't
13 had a chance to speak to him yet.

14 Q. I missed part of what you said. Did you say that they
15 -- it's your understanding that the increase ref had been also
16 bugged?

17 A. Yes, yeah. He said it was on and should've been on, so
18 I assumed that they had the icing speeds bugged.

19 Q. So that would suggest that -- because I think you talked
20 earlier on about there was some discussion, some reference to the
21 problem obviously if the increased ref was on and the bugs were
22 bugged to the normal ref where you --

23 A. I don't think that was the case this time.

24 Q. Okay. Did you comment on the qualifications of the crew
25 that was flying? I mean, that is to say the experience. I

1 believe you had some comment like that. I think I may have
2 written it down.

3 A. Which crew?

4 Q. The crew in this --

5 A. Oh, recent --

6 Q. Yeah.

7 A. I think the captain had come over, transitioned from the
8 SAAB and I'm not sure, I believe the first officer was a new hire
9 on the airplane and they had been around for eight months.

10 Q. Eight months on the Q400?

11 A. Q400, yeah.

12 Q. Okay. And the captain had at least that amount of --

13 A. Yeah.

14 Q. -- background? Is that check airman simulator qualified
15 or is line only?

16 A. I'm not sure. I believe he's line only.

17 Q. Was he a check airman on the SAAB before?

18 A. Yes.

19 Q. Was he sim qualified on the SAAB, do you remember?

20 A. I don't believe so.

21 MR. CONWAY: That's the only questions I had, Bill.

22 Thank you.

23 MR. COX: Thanks, Gene. Harlan?

24 BY MR. SIMPKINS:

25 Q. Okay. Regarding this latest incident with the stick

1 shaker, are you planning on sending out a memo --

2 A. I believe Dean's taking care of that today.

3 Q. Dean --

4 A. The Director of Operations and --

5 Q. And Dean, he's the Director of Ops?

6 A. Yes.

7 MR. SIMPKINS: Most of the other questions have been
8 answered quite thoroughly, do I don't believe I have anything
9 else.

10 MR. COX: Okay, great. Ken?

11 BY MR. WEBSTER:

12 Q. Hi. Just in regards to the crew with the latest shaker
13 event, have you had a chance to review where they've been trained
14 and whether --

15 A. No. I haven't been in the office since the event took
16 place.

17 Q. Just going back a little bit. You are a check airman?

18 A. Yes.

19 Q. And I believe you said that your last checkride that you
20 did, it was a fail ride for --

21 A. Um-hum.

22 Q. -- candidate fail?

23 A. Yes. It was -- I'm sorry, I didn't quite --

24 Q. The candidate failed?

25 A. The candidate failed, yes.

1 Q. And why did you fail him?

2 A. He had an altitude deviation.

3 Q. Now, what phase of the play test?

4 A. Immediate approach.

5 Q. Pardon me?

6 A. In approach, in a non-precision approach.

7 Q. Was there any abnormalities on the -- as far as
8 malfunction of the aircraft at the time?

9 A. No, I don't think so. I believe it was a circle and
10 land and it just got below the MEA.

11 Q. You did your initial training in --

12 A. Yes.

13 Q. And when was that?

14 A. It would've been in August of the year before I was in
15 the first two that went, so it would've been August or September
16 of a year and a half ago.

17 Q. Okay. The ground school portion, I assume the portion
18 were done there then?

19 A. Yes.

20 Q. Did you have, for the sim portion, how many instructors
21 did you have?

22 A. I believe three different ones.

23 Q. Did you get trained on stall recovery procedures?

24 A. Yes.

25 Q. Those procedures that you were trained on, are they any

1 different than the ones that you -- do you recall them now?

2 A. No.

3 Q. Was the FAA checkride -- there?

4 A. Yes.

5 Q. Was it an FAA inspector or --

6 A. It was a designee, one of the older guys. I can't
7 recall his name.

8 Q. Supporter?

9 A. Yeah, it was Jeff DeSang (ph.), if I remember correctly.

10 Q. During your training at -- was a pusher ever
11 demonstrated?

12 A. No.

13 Q. Are you aware of any of your training, as far as Colgan
14 training, was a pusher demonstrated?

15 A. Not as part of a training. I've seen the pusher, but
16 not as part of a training event.

17 Q. When did you see the pusher?

18 A. On the SAAB 340, we were talking about doing some lease
19 return flights with SAAB factory guys. We were -- doing
20 operational check on the systems.

21 Q. So have you ever seen the pusher in the Q400 --

22 A. No. The only thing I've ever seen is the shaker.

23 Q. Pardon me?

24 A. Only the shaker, never the pusher.

25 Q. Can you outline what the PTS standards are for checking

1 during the stall recovery procedures?

2 A. Basically, they play the proper recovery techniques with
3 a minimum loss of altitude is what it basically is.

4 Q. What would you describe as minimum loss of altitude?

5 A. Well, depending on how deep they are in the stall is
6 going to vary, but I would think no more than a couple hundred
7 feet on a normal, just to the shaker and recover event.

8 Q. So what would constitute a failure in your mind, then?

9 A. I suppose if somebody had lost 3,000 feet it would
10 probably constitute a fail, but just, you know, either failure to
11 -- usually, in my mind, it would be failure to initiate the
12 recovery at the proper time would be the most usual way that they
13 would fail a stall recover.

14 Q. Okay. So where do you get your guidance from on the
15 stall recovery -- let me just change that. Where do you get your
16 guidance from for the PTS standards for checkride?

17 A. From the FAA PTS.

18 Q. How many check airmen are there at Colgan for the --

19 A. I believe there is -- I just read those numbers and I
20 forget now. I believe it's 20.

21 Q. Do you conduct meetings with check airmen?

22 A. I attend the meetings. They're usually conducted by the
23 flight standards department.

24 Q. So you attend the meetings?

25 A. I try to, yeah. I try to attend them all, if I can.

1 Q. What's normally discussed during these meetings?

2 A. Usually it's an emphasis on SOPs or making everything's
3 on SOPs. Occasionally, it'll direct, you know, a little more
4 towards a training, let's concentrate on watching this or watching
5 that kind of thing, but usually it's just making sure everyone's
6 following SOPs and you know, everyone's up to date on the current
7 manuals and things of that nature.

8 Q. Has there ever been in any of these meetings any
9 discussion of PTS standards and limitations and different
10 maneuvers?

11 A. Not in the check airmen meetings. I know Darryl will
12 discuss stuff -- the Director of Training occasionally with guys
13 but not that I can recall at any of the meetings, specifically.

14 Q. How would Colgan ensure that the check airmen are
15 conducting proper checkrides within the PTS standards?

16 A. You mean as far as how they're trained or --

17 Q. As a check airman does his duties --

18 A. Um-hum.

19 Q. -- as a check airman in -- how would you ensure that
20 these are done in a standard fashion as in similar to each other
21 and --

22 A. Well, they were working on a standardized checkride
23 scenario for that reason, to try to standardize everything because
24 obviously one person varies a little to the next, so we're trying
25 to take a lot of that, narrow down the field of what's acceptable

1 and what's not to some degree.

2 Q. How many check air rides do you --

3 A. Oh, not many. Less than a dozen. Maybe probably seven,
4 eight. Something like that.

5 Q. Do you do line checks at all --

6 A. No, I don't. Not anymore. I did before I took over as
7 chief pilot, but not anymore.

8 Q. Have you had any other reports of flight crew as far as
9 speed awareness?

10 A. Yeah, when we first put the airplane on there was quite
11 a bit of that as far as excessive speed, yeah.

12 Q. What about the low end?

13 A. This is the first one I've heard of, just the other day.

14 Q. Do you think that if there was other issues, the -- and
15 it wasn't on a line check, that the pilots would feel free to
16 report that?

17 A. I would hope they'd submit an ASAP on that. That's what
18 we encourage.

19 Q. So are your cross-qualified, are you -- on the SAAB, as
20 well?

21 A. I used to, but not anymore. I let that currency lapse.

22 Q. How would you describe the different stall -- stall
23 recovery procedures on the two aircraft?

24 A. Well, the Q's got a lot more power, so it recovers a lot
25 more readily from a stall than the SAAB does, so it's

1 significantly, I think, easier recover from a stall in the Q than
2 the SAAB.

3 Q. Okay. So what are the stall recovery procedures on the
4 SAAB?

5 A. Oh, pretty much the same thing. Stall, call it, lower
6 the nose to adjust re-pitch attitude while you're pushing power
7 ups and set max power, positive rate gear up, the FL flaps up and
8 then that 150 knots are producing your power.

9 Q. What would you describe when you say lower the nose?
10 What kind of a pitch change would you say that would be?

11 A. Oh, maybe 15, 20 degrees depending on whether it was a
12 clean or flap stall down dropped in pitch. You know, if it was
13 clean, it might be, you know, maybe a 25 degree pitch down to the
14 horizon and then when we have flaps then it would be less,
15 typically.

16 Q. Okay. Can you characterize the stall recovery
17 procedures as far as the pitch is concerned on the Q400?

18 A. Again, it would be, you know, slight -- back down to the
19 horizon level again so -- I know a flap's 35 on a Q. It's almost
20 -- near level when it stalls, so -- and then it would be lower
21 than -- accelerate and then it would be, you know, lower power
22 flaps 15 at the same time and then positive -- gear up, VFL flaps
23 up and then produce power. So it's similar.

24 Q. So you mentioned lower the nose. Would that -- how many
25 degrees would that be?

1 A. I don't know the exact number, about 10 or so maybe.
2 Got to get it flying again, so down below the horizon or a little
3 below it depending on whether it was clean or not.

4 Q. Just give me a second. This may have been discussed
5 already, but just for clarification. Have you had any safety,
6 anything brought to your attention about issues with the flight
7 crew as far as adhering to SOPs, specifically sterile cockpit?

8 A. Yeah, I think I mentioned earlier there were one or two
9 minor events that were brought to my attention

10 Q. And that was brought to your attention by whom?

11 A. One was from a check airman and one was from an FAA
12 inspector.

13 Q. Have you ever had any -- has that ever been brought to
14 your attention by a line pilot?

15 A. No.

16 MR. WEBSTER: Okay, thank you. No further questions.

17 BY MR. WICKBOLDT:

18 Q. Okay, Bill. When did we start operating the Q400? Do
19 you remember the month? Was it --

20 A. I believe it was January.

21 Q. January of '08?

22 A. Um-hum.

23 Q. To your knowledge, when we started operating the
24 aircraft, was there a timeframe set in which we would go from the
25 interim CFM to a permanent CFM?

1 A. I'm not aware of that. I was just a line pilot then and
2 nobody told me.

3 Q. Is there a timeframe set now?

4 A. Well, the manuals are at the FAA and they're -- I
5 believe it's what, is it 120 or 90 days to respond? So yeah. I
6 mean --

7 Q. So they're currently in the process of --

8 A. The FAA is reviewing them, yes.

9 Q. Ken had asked about the speed control and you said
10 during the first few months there was issues of exceedence (ph.).
11 Was there a program in place to prevent that from happening?

12 A. Yeah, they sure did. All kinds of folks ride on the
13 jump seat monitoring it.

14 Q. With the toll cards we're using, when did those come
15 into play?

16 A. I believe PD got them out fairly recently. I don't
17 recall the exact date, within the last couple months.

18 Q. With the -- that recent ops bulletin that we have out
19 regarding just our -- you know, our minor -- how to operate the
20 aircraft in icing conditions. Does that include anything about
21 holding in icing, to your knowledge?

22 A. It mentions holding in icing, yes.

23 Q. You've done IOE on both the Q400 and the SAAB 340,
24 correct?

25 A. Sure. Not recently, but yes.

1 Q. Have you ever had occasion for whatever reason to not
2 complete IOE with a student and have passed him along?

3 A. Oh, yeah.

4 Q. When that would happen, would you somehow inform the
5 next student the progress of --

6 A. The next student or the next instructor?

7 Q. Or I'm sorry, the next instructor the progress of your
8 IOE student?

9 A. Yes.

10 Q. By what means would you do that?

11 A. Usually call them.

12 Q. Within Newark operations, how much of that -- the issues
13 that are dealt with up there delegated to the regional chief
14 pilot, Bill Morensi, issued such as calling people about
15 irregularity reports, go around, say, check-ins, so forth?

16 A. Well, I usually make sure that he gets them, yeah.
17 He'll collect them for us, yeah. Make sure they get turned in.

18 Q. Do they go right to him and he deals with it or does it
19 go through you?

20 A. They should go to -- they actually should all be
21 submitted to Safety first.

22 Q. Then does it go through you to him or is it a delegation
23 just to get them directly?

24 A. He should be submitting them directly to them and then
25 Safety should be turning them over to me once they received them.

1 And actually, the pilot should be submitting them directly to
2 Safety, not to Billy.

3 Q. With some of the read-and-signs, there's some pretty
4 important operational information to the crews and -- do you feel
5 that some of that information would be better off issued in an ops
6 bulletin so those crews could have that with them while they're
7 operating the aircraft?

8 A. That's usually the case if it's something that's an
9 operational nature as far as flying the airplane. It should be
10 eventually coordinated into a bulletin. That's what they're for.

11 Q. And you mentioned scheduling sometimes asks for a
12 doctor's note before passing it on to you. Is that something that
13 they're authorized to do or is that something more or less --

14 A. It says in the crew member handbook that they can ask
15 for them at their discretion.

16 Q. Crew scheduling?

17 A. Um-hum.

18 Q. Has the Director of Ops ever contacted pilots about
19 issues prior to your knowledge of these issues?

20 A. I'm sure he has, but no, I haven't, not to my knowledge.
21 You know, I'm sure there's people that call him directly
22 occasionally.

23 Q. Has it been brought to your attention by pilots or any
24 group of crews receiving ACARs text messages from operations
25 regarding their choice of runway selection or in regards to why

1 they're still on the ground?

2 A. But they wouldn't necessarily -- dispatch wouldn't tell
3 me every message that they send to a crew.

4 Q. With this recent -- well, actually, I'm going to ask you
5 this. To your knowledge, in some of these hub crews, Dulles,
6 Houston, Newark, is there a monthly list displayed of the pilots
7 with their last name, on-time percentage?

8 A. I suppose there could be. Dean does keep -- post that
9 in different places as far as his -- our completion factor, their
10 on-time performance.

11 Q. The last or whatever the most recent shaker event was,
12 it was -- do we know where it happens, possibly on approach?

13 A. Say that again, I'm sorry.

14 Q. The most recent shaker event, do we know where it
15 happened? I believe you said possibly on approach.

16 A. Yeah, I don't have all the details on that yet, Mike.

17 Q. Okay.

18 A. I just -- you know, Dean is handling it since I haven't
19 been in the office, but I'll pick it up when I get there this
20 afternoon.

21 MR. WICKBOLDT: That's it. Thanks, Bill.

22 MR. COX: Okay, Tim. Please.

23 BY MR. DITTMAR:

24 Q. How many pilots have you fired since May?

25 A. I forget the exact number. It's been -- what did I say?

1 Five or six -- one, two, three -- oh, somewhere around about
2 eight, I guess.

3 Q. Okay. How many pilots have been suspended because of
4 operational duties or any sort of issues since then?

5 A. Well, you mean suspended meaning just removed from
6 flight status or suspended-suspended?

7 Q. Well, let's say removed from flight status.

8 A. A dozen crews, at least. More than that, probably.

9 Q. What's the purpose of a bulletin?

10 A. The bulletin? A bulletin is supposed to be, basically,
11 an amendment to the manual.

12 Q. And what's a read-and-sign memo?

13 A. A read-and-sign is just supposed to be just general
14 information about almost anything.

15 Q. Are ops bulletins approved by the FAA?

16 A. Ops bulletins go to the FAA for -- yes, they are seen by
17 the FAA and reviewed and approved, yeah.

18 Q. So how long do you think the process would be between
19 writing a bulletin, getting an FAA approved, printed and
20 disseminated to a crew?

21 A. Couple of weeks, usually, at least.

22 Q. Have you ever put any type of time sensitive or safety
23 information in a memo or read-and-sign while waiting for a
24 bulletin to be --

25 A. Occasionally. Try not to.

1 Q. I just want to clarify something about the toll card you
2 said before. The toll cards used by crews to write down
3 information on the, you know, landing and takeoff weight and
4 stuff, are those disposable?

5 A. Well, they're on a pad and paper, yeah, so you -- I
6 mean, once they're --

7 Q. Okay.

8 A. -- done with them, they could dispose of them.

9 Q. Okay. Now, we were talking about also the toll cards
10 with the speed information that are kept permanently in the
11 airplane.

12 A. No, they're laminated and kept in the airplane. Yeah.

13 Q. Okay.

14 A. Yeah, there's a slight confusion, same terminology for
15 the different thing.

16 Q. Yeah, I just wanted to clarify that. Are upgrades at
17 Colgan based primarily or solely on seniority or are there other
18 factors required by --

19 A. There's other factors. It would be time, total time,
20 time and something significant in size, you know, like for Q400
21 the minimum total is 3200 total with 1000 PIC unit, something
22 bigger or you know, a SAAB or something or I believe it's 1500 in
23 type, technically, for -- upgrade.

24 Q. Do you do interviews to see if candidates are --

25 A. Yeah, the upgrades we interview. Yeah.

1 Q. Are you familiar with the PTS standards?

2 A. Somewhat, yeah.

3 Q. Okay. What are the PTS standards for stall recovery?

4 A. Basically, that your control of the aircraft to initiate
5 a proper stall recovery and with a minimum loss of altitude.

6 Q. Does it give a number for that altitude?

7 A. No.

8 Q. During initial APD training and PC training, are we
9 issued PTS standards from the FAA and the company?

10 A. I was when I was trained.

11 Q. You referred to standardized checkrides, we're trying to
12 get a program for standardized checkrides. Is that specifically
13 standardizing the content that is issued during a checkride or --

14 A. No, just to -- it gives you a basic scenario. It
15 doesn't specifically say you have to do this and then this and
16 then this and then this and then this, if that's what you mean.

17 Q. Is our CFM FAA approved, the current CFM?

18 A. Yeah, Doug approved it. Yeah.

19 Q. Are we required to use that manual in conjunction with
20 any other manuals?

21 A. Yeah, the AFM and the AOMs, which are kept onboard the
22 airplane.

23 Q. Is there a way for a pilot to get the ops specs?

24 A. Yeah, they're also kept on the airplane and they're also
25 kept on the -- which is a sealed copy and then there's a copy kept

1 on the website, the crew website.

2 MR. DITTMAR: That's all the questions I have. Thanks.

3 MR. COX: Gene.

4 BY MR. CONWAY:

5 Q. Yeah, Bill, I just wanted to go back to training, mostly
6 for clarification. Are you familiar with the term contract check
7 airman?

8 A. Contract check airman. Well, I suppose I could figure
9 out what that is, but not specifically, no.

10 Q. Okay. You mentioned that you had approximately 20 check
11 airmen currently.

12 A. Yeah.

13 Q. And you -- the name Jeff DeSang came up --

14 A. Um-hum.

15 Q. -- in connection to training going on at FlightSafety.

16 A. Um-hum, yes.

17 Q. What is Jeff's -- currently, what is his capacity with
18 respect to Colgan training?

19 A. I believe he is no longer involved with the Colgan
20 training. I think all of Toronto was finally -- I think they
21 moved it over to St. Louis.

22 Q. Okay. With respect to St. Louis, who would be the
23 individuals that would function with respect to checkrides?

24 A. I believe the only one right now is the -- it's the
25 program manager up there for them which is Mike Kelly, I believe

1 his name was.

2 Q. Does he give checkrides, Mike --

3 A. He is kept current in case he's needed to be giving a
4 checkride, as far as I understand it.

5 Q. If he gave a checkride, would he be giving a checkride
6 as a flight safety individual or would he be on contract to
7 Colgan?

8 A. That's a good question. Honestly, I can't answer that.

9 Q. Do you know whether the -- who are the ground school
10 instructors for St. Louis, since you've mentioned St. Louis?

11 A. At the moment, they are using -- ground instructor
12 Andy Nagle here and Ed Yarid here and then sending them out to
13 St. Louis for sim training.

14 Q. To your knowledge, then, at this point in time, would
15 all of the individuals doing ground school training and sim
16 training be Colgan, full-time Colgan people?

17 A. To the best of my knowledge, at this point, yeah. And
18 it wasn't always the case. We took the training over.

19 Q. Let's talk about what was once the case, for an example,
20 from the earliest time, when you came through, was that a Colgan
21 program or was that something else?

22 A. It was a FlightSafety program that was tailored to
23 Colgan, so it was -- the airplane was -- they just used our
24 checklist and -- but other than that, it was -- yeah, it was a
25 FlightSafety program and -- yes.

1 Q. Did there come a time when -- well, you're indicating
2 that you are teaching now under a Colgan program, so can you tell
3 me about the time when it was no longer a FlightSafety program and
4 it became a Colgan program?

5 A. It was recently, but I can't give the exact date. It
6 was maybe five, six months ago that they started doing ground
7 school entirely and the first one was observed by the FAA during
8 the ground school session and then they slowly -- I think we had
9 sim instructors prior to that, slowly -- we slowly took it over,
10 over a period of time, really. But I don't know the exact date
11 that that actually officially took place.

12 MR. CONWAY: That's the only questions I had. Thank you
13 so much.

14 THE WITNESS: All right.

15 BY MR. COX:

16 Q. Okay, just one more thing from me. Just kind of going
17 through this training record, I believe what it tells me is that
18 Captain Renslow, looks like had his initial training in October
19 of '05.

20 A. Yeah.

21 Q. And a year later, in October of '06, he took a recurrent
22 proficiency training --

23 A. Um-hum.

24 Q. -- and it was an unsat and then he got qualified.

25 A. Um-hum.

1 Q. And then a year later, in October of '07, he took an
2 upgrade proficiency check and that was an unsat.

3 A. Um-hum.

4 Q. And then he successfully passed that.

5 A. Um-hum.

6 Q. And then he went through upgrade training or transition
7 training to captain in October of '08, a year later,
8 approximately, October, November.

9 A. Right.

10 Q. And he successfully completed that.

11 A. Um-hum.

12 Q. So that's the training record. You were aware, at
13 least, of this unsat and you spoke to him about it.

14 A. Um-hum.

15 Q. In your conversation, did you indicate to him that any
16 further unsatisfactory checkrides would affect his employment?

17 A. Well, it's always -- yeah. Any unsatisfactory can
18 affect your employment, that's always been the case because
19 basically, the drill is if you have an unsat, you're retrained
20 with one more sim session and then if you still can't do it, it'll
21 affect your employment, so --

22 Q. You did discuss that with him?

23 A. Yes.

24 MR. COX: That's all I got. Anybody else?

25 (No response.)

1 MR. COX: Thank you very much.

2 (Whereupon, the interview in the above-entitled matter
3 was concluded.)

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CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: CRASH OF CONTINENTAL CONNECTION
 FLIGHT 3407, OPERATED BY
 COLGAN AIR, INC.
 FEBRUARY 12, 2009, 2217 EST
 CLARENCE, NEW YORK
 Interview of William Michael Honan

DOCKET NUMBER: DCA-09-MA-027

PLACE: Washington, D.C.

DATE: March 11, 2009

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 hearing.

Timothy Atkinson
Official Reporter