

Docket No. SA-531

Exhibit No. 14-B

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

HP Group Chairman Factual Report
Attachment 1: Interview and Information Summaries

(10 Pages)

Attachment 1: Interview and Information Summaries

Information Summary

Sandy Renslow

On February 23, 2009, NTSB investigators submitted written questions to the captain's wife through a family point of contact to obtain 72-hour history and background information about the captain. On March 24, 2009, the captain's wife submitted answers to these questions. This document summarizes the information provided.

She has known the captain for about 24 years. They last spoke Thursday, February 12, about 1330. The captain called her and they talked for a few minutes.

The captain was home until Monday afternoon February 9 and he flew to Newark that night. He was working on February 10, 11, and 12. His off duty time was spent at home with his family.

He normally went to bed about 2200 and awoke about 0900. If he had to get up with the children he would wake earlier. He typically got between 8 to 10 hours of sleep each night. He slept well and would sometimes take naps during the day. When he was working his sleep and wake times would depend on his work schedule. He was an evening person. He did not have any problems sleeping or any sleep disorders. She did not know what time he awoke on February 12 or what his activities were that day. He would eat wherever he was depending on his work schedule. There was nothing remarkable or unusual about the captain's activities or schedule in the days before the accident.

He started Q400 training in October and the training ended in December. After the training was completed he had several reserve days for the month of December.

His health was good. He did not have any recent injuries or illness in the days before the accident. There were no changes in his health in the last year. He walked every day on duty and sometimes at home. He was an assistant softball coach for his daughter's team. He wore glasses all the time and needed them for his FAA medical certification. His hearing was good.

Regarding the use of medications. To receive his FAA medical certificate he was required to have blood work done every 6 months and he took gemfibrozil, diltiazem, and hydrochlorot. Those were the only medications he took in the days before the accident. He did not use nutritional supplements.

Regarding the use of alcohol, he would have one or two beers every two to three months. She was not sure the last time he had one.

Regarding the use of coffee/caffeine, he would drink Dr. Pepper usually one every other day. He also liked unsweetened iced tea.

She said there were no changes in his personal life over the last year. Financially, he received a raise when he completed his Q400 captain training.

He began flying at age five, every summer with his Uncle. He attended Guilford Technical Community College for a two-year degree in aviation. While in school, he flew to receive his private, single-engine, multi-engine, and instrument ratings. He graduated from Gulf Stream Flight Academy in Ft. Lauderdale, Florida. He flew for Gulfstream International Airlines as a first officer until his position with Colgan. He had not experienced any emergency or unusual situations while flying. As a pilot, he had not received any commendations, or disciplinary actions.

He liked flying for Colgan because it was like a large family. He would socialize with others at the company occasionally depending on layovers, delays, cancellations, and work schedules. He had no concerns about flying for Colgan. His long-term plan in aviation was to retire as a captain for a commercial airline.

He had not experienced any previous accidents or incidents while flying. He had not experienced any accidents, incidents, or speeding tickets while driving. To enroll in the Gulfstream Flight Academy he was required to have a clean driving record for the previous 10 years.

When not working he loved being home with his wife, children, and friends. He was very involved in his children's lives and the church. He read and studied aviation constantly. He was an avid reader of the daily newspaper, and online newspapers. He followed all sports and NASCAR. He did not fly outside of Colgan. He did not have a nonflying job.

She said he enjoyed his career immensely and studied aviation all of his life.

Interview: Michael Troy Shaw
Date/time: 15 February 2009, 1041 est
Location: Homewood Suites, Amherst, NY
Present: Evan Byrne, NTSB
Represented by: Colleen Savino

During the interview Mr. Shaw stated the following information:¹

He had known the first officer for just over 3 years and they had been married for just over a year and a half.

On Tuesday, February 10, 2009, the first officer awoke between 0900-1000 pst, and went skiing with a friend in the Seattle area. She returned home that afternoon. Mr. Shaw and the first officer spent the evening at home watching TV. She went to sleep mid-evening between 2000-2200.

On Wednesday, February 11, 2009, the first officer awoke between 0900-1000 pst. She packed her bags in the morning for the trip that afternoon. That afternoon Mr. Shaw drove her to the airport (SEA) where they arrived about 1730 pst after stopping near the airport for a bite to eat. She had a jumpseat on a FedEx airplane that was scheduled to depart about 1900 pst and had to arrive to the airport one hour before departure. Mr. Shaw estimated that the flight arrived EWR about 2300-0000 pst based on either a phone call or text message he got confirming she had arrived. The first officer stayed in the crew room at EWR which he described as an area set aside for pilots to rest in a quiet area with recliners. He said she went to sleep when she got into EWR. He stated that she reported to have slept for several hours and it was a deep sleep.

On Thursday, February 12, 2009, he recalled getting either a phone call or text message in the morning from the first officer. They texted throughout the morning. He recalled that he had awakened her from a nap during one of the calls or texts. He also spoke with her sometime in the afternoon between 1400-1500 est. He recalled that she sounded great and was just waiting to get on the plane for flight 3407. He said she told him the flight she was supposed to take earlier in the afternoon had been canceled. He said her original start time for the trip was about 1330 est.

Regarding the time the first officer awoke on Thursday he said she slept in about as long or longer than she had during the previous couple days.

He did not recall any discussion with the first officer about meals that day.

Mr. Shaw characterized the first officer's activities in the preceding days as routine and there was nothing out of the ordinary.

¹ Amendments and clarifications to the interview provided by Mr. Shaw through Ms. Savino at 2146 on 15 February 2009, are included in this summary.

The first officer reached her one year anniversary with Colgan on January 16, 2009. She had just accrued enough time for vacation, but often had 3-5 consecutive days off.

When not working, the first officer awoke between 0700-1000 and went to sleep between 2000-2200. Her schedule was very adaptable and sometimes she would even sleep in until 1300. If he had to choose between whether she was a morning or evening person, he guessed that she was a morning person because she often got up before him. She had no difficulties sleeping and no diagnosed sleep disorders.

He described her health as very healthy. She had not been sick recently. She got sniffles from the cold air but it was not a cold or anything she would need medicine for. She had no recent injuries either. For exercise she would do some aerobic/cardio work in the apartment about one to two times a week. She did not wear glasses and he described her hearing as good. She took no medications, prescription or non prescription. The first officer took a couple of ibuprofen on Tuesday after she was skiing. She was not taking any medication before the accident.

He said she would drink alcohol occasionally in social situations and characterized her consumption as light. He thought she may have had a beer when they ate dinner after she returned from her last trip.

She liked coffee but had no real pattern to when she drank a cup. She didn't need it to get started in the morning.

He reported no significant changes in the first officer's personal life in the year before the accident but noted that a friend of hers died last May.

He said that the last week in January they moved from the Chesapeake, Virginia area to the Seattle area. The reason for the move was that she thought the Colgan crew base at Norfolk was going to close and she wanted to be in a place that she could commute to Newark; and she wanted to move home to the Seattle area. They lived at her parents' house.

He reported her finances as stable with no changes other than the significant pay decrease since she joined Colgan compared to her previous job as a flight instructor for Sabena Airline Training School in Mesa, Arizona.

He said he understood that the first officer got interested in flying after going up in a plane with someone and she was hooked. He said after that flight she wanted to be a pilot and fly. She attended Central Washington University and earned a 4-year degree in their flight program. After earning her certificates she was a flight instructor for about a year and a half to gain the hours needed to apply to the regional airlines. Her job at Colgan was her first after flight instructing. He was not certain of her total hours of flying time but said her logbook was back home in Washington. He did not recall any specific instance of a previous emergency or unusual situation she experienced while flying. He was not aware of Colgan giving out any formal commendations for flying to any pilots and did not know whether the first officer had received any formal commendations for flying elsewhere. He knew that she had the adulation of the captains she had flown

with, from his personal conversations with the captains before the accident and from what the captains she flew with said about her on Facebook after the accident. Mr. Shaw described her as being head and shoulders above other first officers and even some captains. She did not do any flying outside of the work at Colgan.

He said what she liked best about working at Colgan was flying the Bombardier because she thought it was an elite aircraft which was enjoyable to fly. She felt accomplished to be flying it. He said she was proud to be the first female pilot for Colgan and Continental to be type rated in the plane. She thought it was a cool plane and liked flying it. He said she had not reported any concerns about flying for Colgan.

He said at Colgan Captain John Miller probably knew her the best. The Millers and Shaw's socialized together outside of work. Captain Miller also had the opportunity to have flown with the first officer. Two weeks before the accident she moved bases from ORF to EWR. He did not know her co-workers at EWR because he was in Seattle. He knew that she liked the crew at EWR from their conversations. She was happy to be commuting to EWR from Seattle.

Her long term plans were to stay in aviation. She wanted to get a feel for commuting and if possible get to a closer base. She wanted to upgrade to captain and move up in the world of aviation. The first officer loved flying and if at all humanly possible wanted to stay flying in the future.

She had not received any disciplinary action, or experienced any previous accident or incident while flying. She never received a speeding ticket. She was in a car accident during high school, but nobody was seriously injured.

When not flying, she'd occasionally scrapbook, but mostly they enjoyed spending time together hanging out around home. They had two dogs and a cat. A few months ago for a couple months she worked a couple days a week at a coffee shop in the Chesapeake area – but more recently she had no outside job. A few months ago and for a couple of months she worked about 10-15 hours a week at a coffee shop in the Chesapeake area when she would have 3-5 consecutive days off from flying.

Mr. Shaw said that the first officer was always a hard studier, hard worker, and very particular. She always followed routines and was very thorough in everything she did. She was wise and capable beyond her years. She was in love with life and could keep her head under pressure. Knowing her character, he is at peace that she performed flawlessly, as she always did. Her competency is without question.

Interview Summary

Interview: Mark W. McNair
Date/time: 18 February 2009, 1002 est
Location: via telephone
Present: Byrne: NTSB

During the interview Mark McNair stated the following information:²

He is a MD-11 captain for FedEx. He was flying flight 1223 from SEA-MEM on Wednesday February 11, 2009. The plane was an MD-10. The inbound flight had been delayed so they were about 43 minutes late leaving SEA that night.

He spoke with the accident first officer about 1900 pst for a few minutes while he was waiting for the aircraft to be loaded. She had already been through security screening and was waiting in a conference room by herself. He introduced himself and she told him she was a pilot for Colgan and that she was going to EWR. She joked with him asking whether he had ever heard of Colgan. She was in a good mood and seemed alert and well rested. He said she appeared healthy and was not showing any symptoms of being sick. He went out to the airplane and the ramp personnel brought the accident first officer out later.

She rode in the cabin of the airplane not the cockpit. There was another FedEx pilot riding in back with her. He was talking to her a bit. About midway during the flight Captain McNair went back to use the toilet and observed the accident first officer sleeping.

After the flight landed in MEM they rode the bus to the air operations center and the other jumpseat passenger offered to take the accident first officer into the jumpseat lounge. The flight arrived about 33 minutes late.

² Amendments and clarifications to the interview provided by Mr. McNair on 18 February 2009, are included in this summary.

Interview Summary

Interview: Gary W. Schukantz
Date/time: 18 February 2009, 1649 est
Location: via telephone
Present: Byrne: NTSB

During the interview Gary Schukantz stated the following information:³

He is a B-727 captain for FedEx. He was a jumpseat passenger on flight 1223 from SEA-MEM on Wednesday February 11, 2009.

He had a 1810 local show time for the jumpseat. He arrived at 1715 and the accident first officer came in about 1730. They met in the screening room. They talked briefly about where she was going. They learned that the flight was not going out on time and he asked whether the delay was going to affect her plans. She answered that there was a direct COA redeye flight to EWR she had as a backup. Then they separated for a while.

They were supposed to board about 1910 but the flight was about 40 minutes late. On the airplane they sat in the back the whole time. During about the first hour of the flight they conversed about aviation and her career, and her family. She then went to sleep solidly for a good hour and a half. The lights were dimmed in the back but he didn't sleep. When she awoke they talked more about flying, about FedEx, and how her parents helped finance her education and about becoming a pilot. She was drinking from a water bottle. He did not see her eating anything.

They arrived MEM about 0230, about 40 minutes late. She was happy to be there. He lead her into the jumpseat area at MEM to get processed for her next flight to EWR. He asked her if the delayed arrival was going to affect her and she said her workday began later that afternoon. She shook his hand, thanked him, and they parted company.

He said she seemed upbeat the whole time and seemed well rested. He said she was just a neat person – who was animated, enthusiastic, and engaging. He said her health appeared good and she had no symptoms of a cold like sniffles, coughing, or sneezing. He did not see her taking any medications. He learned that she had just moved back to Seattle and they were moving close to family and were going to buy a house. Schukantz described her as a wonderful young lady who appeared to love aviation and had worked very hard to get there.

³ Amendments and clarifications to the interview provided by Mr. Schukantz on 19 February 2009, are included in this summary.

Interview Summary

Interview: Jeffrey F. Kern
Date/time: 19 February 2009, 1530 est
Location: via telephone
Present: Byrne: NTSB

During the interview Jeffery Kern stated the following information:⁴

He is a MD-11 captain for FedEx. He was flying flight 1514 from MEM-EWR on Thursday February 12, 2009. It blocked out at 0918z and blocked in 1123z.

He recognized the accident first officer's name on the jumpseat list. He had met her in December when they both were jumpseating from MEM-SEA. She said she was going to EWR for work and had just come in from SEA. He asked her some background questions about the status of her move and husband's work situation. He described her as her same giggly smiley self. She wasn't tired or anything. She seemed not to be dragging but was perky and peppy – not like it was 0200. She had at least 2 bags, perhaps one was a purse. Based on her appearance he said her health was perfectly fine. No symptoms of being sick or a cold.

The accident first officer was the only jumpseater on that flight. She rode in the cabin during the flight. He could tell the light was on in the cabin during the flight because the light comes in through the slats of the cockpit door. He never went back to use the facilities so he did not see her during the flight. She told him after the flight ended that she had slept the whole time.

They arrived EWR about 0630 and he asked her whether she had a crash pad at EWR and she said she had no need for one. She mentioned the trip she was going on had a show time of about 1330 and was a 3 day stint; and after that she would have 11 or 12 days off. She mentioned the trip that day was going to BUF that afternoon but given the winds at EWR they may go do a ROC turn before heading to BUF for the layover. He asked what she would be doing until show time and she commented that there were new leather couches in the crew room, "one with her name on it." He said she was her normal perky self then.

They rode the bus to the terminal and Kern got out at Terminal A and the accident first officer and the FedEx flight's first officer went on to Terminal C.

He did not see her eat in his presence. He said she probably had food in her bag because she had food in her bag when they jumpseated in December.

He said in December they had talked about her being based in EWR and living in SEA to be close to her family. She said she didn't need a crash pad and would just stay in

⁴ Amendments and clarifications to the interview provided by Mr. Kern on 19 February 2009, are included in this summary.

the crew lounge. He told her a transcontinental commute with 3 days on and 3 days off could be difficult.

He thought the trip before the accident flight was only her second time jumpseating on FedEx with the first time being in December.

Interview Summary

Interview: Carmine Punziano
Date/time: 19 February 2009, 1546 est
Location: via telephone
Present: Byrne: NTSB

During the interview Carmine Punziano stated the following information:⁵

He is a MD-11 first officer for FedEx. He was flying flight 1514 from MEM-EWR on Thursday February 12, 2009.

Punziano exchanged pleasantries with the accident first officer. He didn't have much conversation with her. She rode in the back. He did not know her previously. He did not see her in flight.

He said when he did see her she looked healthy and had no issues. He said she was a fine woman and motivated. He said they talked a bit about flying and she was excited about being a pilot. After arriving Terminal C in EWR she was behind him in security. He said she was a nice person.

⁵ Amendments and clarifications to the interview provided by Mr. Punziano on 20 February 2009, are included in this summary.