

Frequently Asked Questions – Colgan Air Flight 3407
Updated 2-24-09

Colgan Air, Inc., a subsidiary of Pinnacle Airlines Corp. (NASDAQ: PNCL), has assembled the following list of frequently asked questions regarding the accident and ongoing National Transportation Safety Board (NTSB) investigation of Flight 3407.

Ongoing investigation

1. What is the investigation process and when can we expect to see information/updates from Colgan Air?
 - a. Colgan Air continues to cooperate in every respect with the NTSB as it conducts the investigation. As such, we will respect the integrity of the NTSB ongoing investigation by not commenting on specifics.
 - b. The NTSB controls the timing of this investigation and the release of information to the public. Where appropriate and necessary, we will provide updates on the situation on this web site as the NTSB releases information.
2. If the process is supposed to be private until findings are determined, why am I seeing speculation about potential causes?
 - a. Historically, NTSB investigations are confidential and involve a thorough determination of the facts before public statements are made.
 - b. It's important not to jump to conclusions, and instead focus on what is factual and released by the investigating team at the NTSB. Currently, the only absolute fact is that we do not know the cause of this accident.
3. How is this accident similar to the Pinnacle Airlines accident in 2004?
 - a. The circumstances surrounding these two accidents are vastly different. Further, any speculation that these two accidents are similar would suggest that we and the NTSB know the cause of the Flight 3407 accident. We can't comment further as this is an ongoing investigation.

Crew training

4. How comprehensive is your crew training?
 - a. Our crew training is certified by the Federal Aviation Administration (FAA).
 - b. Our crew training programs meet or exceed the regulatory requirements for all major airlines.
 - i. For example, Colgan Air requires double the amount of flight training time prior to operating this type of aircraft than is required by FAA regulations.
 - ii. After flight training is completed, Colgan Air requires its pilots to observe crews operating this type of aircraft before they can fly passengers. This is not required by FAA regulations.
5. What are some details of your crew training programs?
 - a. Our ground and air training is designed in coordination with the aircraft manufacturer and follows their recommendations for training our crews to operate the aircraft.

- b. We also work with one of the most respected providers of aviation flight training for most major aircraft types, and that includes expertise in the Q400 aircraft.
 - c. Some techniques include utilizing state-of-the-art training devices such as:
 - i. Full-motion simulator
 - ii. Flight management system trainer
 - iii. Ground flight simulator
 - d. All training programs are reviewed and approved by the FAA.
 - e. We have a quality control group that closely monitors crew performance after those formal training programs are completed.
6. What is your approach to training crew on new aircraft you introduce to your fleet?
- a. In addition to total flight hour standards, comprehensive training and certification programs as prerequisites for hire, we mandate and provide additional training for our crews on any new aircraft we introduce.
7. What is the difference in training between training programs at regional carriers versus those at major carriers?
- a. Our training program meets the same requirements as every major carrier.
8. How do you train your pilots to handle emergency situations like the one faced by Flight 3407?
- a. Our training programs specifically and thoroughly address emergency situations such as icing, stalls and other in-flight scenarios. When our crews fly our aircraft, we believe, and the FAA has certified, that our crews are prepared to handle emergency situations they might face.
9. What recent training did Captain Renslow and First Officer Shaw have regarding flying in icing conditions?
- a. In November 2008, Captain Renslow and First Officer Shaw, along with all other Q400 pilots at Colgan, reviewed the Winter Ice Bulletin in preparation for the upcoming winter season. The bulletin provided the latest information on flying the Q400 in icing conditions, and it supplemented the training and experience the captain and first officer already had with the Q400. Again, our training programs address emergency situations such as icing and other possible emergency situations.

Flight 3407 crew training

10. How many hours did Captain Renslow have in revenue service in the Q400?
- a. Captain Renslow had 3,379 total hours of flight experience and was Airline Transport Pilot rated, which is the highest level of certification available.
 - b. In the Q400, he had 109 hours flying the aircraft as pilot in command, in addition to 172 hours of formal training (includes classroom, full motion simulator and time in the seat with an instructor on the flight deck and passengers in the cabin) for a total of 261 hours. This qualified him fully in accordance with all applicable Federal Aviation Regulations.

11. Captain Renslow's hours on this aircraft seems low. Can you provide context on that?
 - a. As is the same with major carriers, even experienced captains that upgrade to a new aircraft must receive extensive training on that new aircraft type prior to taking flight. Captain Renslow received formal training specifically for the Q400 and was qualified to fly this aircraft.
12. What were First Officer Rebecca Shaw's qualifications and hours logged?
 - a. First Officer Shaw had 2,220 total hours of flight experience.
 - b. She had 772 hours flying the Q400 aircraft, qualifying her fully in accordance with all applicable Federal Aviation Regulations.

Organizational commitment to safety

13. What is Colgan Air's philosophy on safety?
 - a. Colgan Air has instilled a systemic culture of safety throughout our organization that is rooted in significant investment in crew training, systems, leadership and equipment.
14. How does Colgan Air approach revising its policies?
 - a. We continuously review and revise our safety policies and training procedures as part of our everyday operations, and in concert with the FAA.
15. What other steps are company officials taking to ensure safety of their product following the accident?
 - a. Again, our training and safety programs meet or exceed the regulatory requirements for all major airlines.
 - b. Here is what we've done since the accident:
 - i. We are even more focused on ensuring our operations remain safe and have specifically reexamined our procedures for this aircraft.
 - ii. We have reinforced strict adherence to all of our flight operations policies, including flying during icing conditions.
 - iii. Our flight operations quality assurance group has redoubled their efforts to ensure all company and FAA procedures are being followed.

Aircraft details and competencies

16. Why did Colgan Air invest in this type of aircraft?
 - a. This is the newest generation of one of the most dependable aircraft ever made with a long, proven history of safe operations globally.
 - b. The Q400 is also a sophisticated, highly capable aircraft that is designed for cold-weather operations.
 - c. The Q400 is one of the most environmentally-friendly and fuel efficient aircraft available on the market today.

Financial implications

17. What are the financial implications of this accident to Colgan Air and Pinnacle Corp.?
 - a. Pinnacle has the best model in the regional airline industry. We have a good strategy and great team in place for continued growth and creation of shareholder value.
 - b. In terms of financial impact from the accident, we are fully insured to a level comparable to major airlines and we don't anticipate financial problems.
 - c. Both airlines continue to operate normally, and we appreciate the confidence our customers and partners have shown.
18. Why is the stock price down?
 - a. Of course we would like to see the stock price higher and are working to earn investors' confidence. We believe our stock continues to be undervalued. There are many other factors – including the broader market decline – that have had a greater impact on our stock price over the past year than this accident.