

NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety, Western Pacific Region
Gardena, CA

OPERATIONS GROUP

WPR10FA371

Attachment 3

Air Methods Operational Control Center (OCC) Statements

McKenny Van

From: Dennis McCal-
Sent: Wednesday, August 04, 2010 9:15 AM
To: McKenny Van
Subject: FW: More witness statements from LifeCom in Omaha

Importance: High

From: Mary Beth Barone
Sent: Tuesday, August 03, 2010 11:18 AM
To: Dennis McCall
Subject: FW: Statements from all of you
Importance: High

[The final statement from the staff.](#)

MB

From: Erin Byers
Sent: Monday, August 02, 2010 9:29 PM
To: Mary Beth Barone
Subject: RE: Statements from all of you
Importance: High

Hello MB,

My statement is as follows:

On Wednesday, July 28, 2010, I was working my regular Arizona desk along with my partner, Mike Derry, who was training our new Communication Specialist, Ronnie Montgomery. In an effort to allow Ronnie maximum exposure in the training process, I was available to him for assistance on the phones and radio only when requested. Although Ronnie was the Communication Specialist who handled the initial radio traffic for LifeNet 12's leg from Marana to Douglas, I was listening to all communications as they came into the LifeCom Center.

The LifeNet 12 crew (Alexander Kelley, Parker Summons and Brenda French) arrived to the Marana Base in N106LN at 11:32AZT on Wednesday, July 28, 2010. The crew flew N106LN up to Marana to swap helicopters and fly back to Douglas in N509AM. PIC Alex Kelley called LifeCom via landline after their arrival in Marana to inform that it would be at least 45 minutes before they lifted in 509AM to head back to Douglas. At 13:32AZT PIC Kelley called their lift on the satellite phone in 509AM with 3 souls on board en route back to base in Douglas. Ronnie answered the satellite phone traffic at this time.

At 13:45AZT we received an emergency call from our medical emergency dispatch service (MEDS) in Tucson requesting to have LifeNet 02 in Marana put on Standby for a motor vehicle accident. While Ronnie was speaking with the MEDS dispatcher there was a lot of commotion and chatter in the background at the MEDS dispatch center. After a bit of confusion on the requestor's part, we were informed that the Standby request was not for an MVA, rather, there were reports that a Native Air helicopter was down in the Tucson area and they needed to launch LifeNet 02. At that time I was preparing to get the LifeNet 02 PIC on the phone to notify of the request to launch when Ronnie received notification that the downed aircraft was not Native Air, it was a LifeNet helicopter. While Ronnie stayed on the line gathering information from local EMS, I began attempts (at approximately 13:48AZT) to reach LifeNet 12 on the radio frequency (although 509AM does not have a LifeCom radio installed in the 509AM aircraft.) I also attempted to reach LifeNet 12 via the satellite phone. As my attempts to establish communication via radio and satellite phone were unsuccessful, I then attempted to reach the PIC via the LifeNet 12 Pilot Cell Phone. I also sent pages to the LifeNet 12 nurse and medic (Parker and

Brenda) requesting they call LifeCom ASAP. I continued my attempts to establish communication until it was confirmed by EMS on scene that the downed aircraft was in fact LifeNet 12 (N509AM.)

Please let me know if you have any questions or concerns, or if you require additional information.

Thanks,
Erin

From: Mary Beth Barone
Sent: Fri 7/30/2010 1:40 PM
To: Michael Derry; Erin Byers; Ronnie D. Montgomery
Subject: Statements from all of you

I was contacted by aviation from AMC. He is going to need each of you to write a statement sighting everything you remember from the LN 12 flight on Wednesday. I would start it from the time they landed at Marana until you received the calls from MEDS, etc.

Thanks,
MB

McKenny Van

From: Mary Beth Barone -----]
Sent: Monday, August 02, 2010 11:29 AM
To: Dennis McCall
Subject: FW: LN12 Flight, 28 July 2010

Dennis,

Mike Derry's statement regarding July 28 accident. I will place in a Word document and have Him sign and keep on file.

MB

From: Michael Derry
Sent: Monday, August 02, 2010 11:33 AM
To: Mary Beth Barone
Subject: LN12 Flight, 28 July 2010

MB,

Here's what I can provide for you in terms of LifeNet 12's final moments on July 28, 2010, to the best of my recollection. I was training Ronnie Montgomery, and he was the primary Communications Specialist during the flight, with Erin Byers as the back-up comm spec. We received the normal sat phone call from LN12 when they lifted from Marana Regional Airport for their return trip to Douglas, at approximately 15:32 AZT (I don't have the flight record available, so that lift time is what I recall). At approximately 15:45, MEDS called us to put LN02 on standby for what was originally an MVA in Tucson, on I-19. That quickly changed to an aircraft crash, which MEDS thought might be Native Air. MEDS then asked if we had any aircraft flying, which we did. At this time, I notified Casey Carnahan, Shift Supervisor, of the possibility of LN12 being down. Shortly after that, MEDS advised that they confirmed the aircraft down was LN12, according to the Tucson Int'l Airport tower. We had not received any other radio or sat phone communications during the flight from LN12, and Erin attempted to call LN12 on both radio and sat phone after word of the possible crash, without success. Ronnie was in control of the incoming calls the whole time, and proceeded to verify the aircraft colors, tail number, etc. I took over the console at that point. Most of the calls from that point on were from EMS and other agencies asking about LN12's status and the recovery of the crew. About an hour after the incident, all the rest of the LifeNet bases went out of service for a safety stand down. Please let me know if you need anything further.

Mike Derry

McKenny Van

From: Mary Beth Barone -
Sent: Monday, August 02, 2010 11:29 AM
To: Dennis McCall
Subject: FW: Statement: Flight: 59320

Dennis,

Here is the statement from Ronnie Montgomery. I will print a copy and have him sign it and have it on file.

MB

From: Ronnie D. Montgomery
Sent: Monday, August 02, 2010 1:00 PM
To: Mary Beth Barone
Subject: Statement: Flight: 59320

Regarding Flight: 59320

On 28 July 2010 at approximately 10:30 (azt) Captain Kelley advised his intention's by phone of the aircraft relocate & swap. Captain Kelley advised me that he would be departing Douglas base direct to Marana Regional Airport to swap from N106LN into N509AM (Flight: 59289). Captain Kelley also informed there would be a delay on the ground as they swapped aircraft and he would call off of Marana Regional Airport.

I had no other contact from Captain Kelley or any crew members prior to launch. After landing at Marana Regional (from the first flight) I built the new flight for the return flight back to Douglas Base (Flight: 59320). Captain Kelley advised at approximately 13:29 and stated that he would be off of Marana Regional Airport with 2 hours 55 minutes of fuel, 3 souls on board, (and I believe) 55 minutes to run for base, Risk Assessment: Bravo.

My next call at 13:44 was from Tucson Meds requesting LifeNet 2 for a motor vehicle accident on Interstate 19. During the phone call I could tell they were busy, so I had planned on keeping my interrogation to a minimum. I was attempting to gather ground contact for the launch, the caller from Meds started to talk to her partner (in the room) and came back, asked me to restate my question and she uttered "Native Air has just crashed in Tucson". I repeated what she had said, 'Oh ok, Native has crashed in Tucson...' I ended my questioning, released the call and started to prepare my flight for LifeNet 2. As I prepared the new flight Sky Connect had not given any alarms for N509AM.

As I was still attempting to locate the address on a map to build LifeNet 2's flight, at approximately 13:46 Tucson Meds redialed and advised they were taking reports where they now believe it's a LifeNet aircraft and not Native Air. Simultaneously to me taking more information, someone behind me called for a Supervisor (Casey Carnahan) to begin the PIAP process; Supervisor Carnahan was at the console moments after being called. During the phone call with Tucson Meds I attempted to help determine what the color scheme of the aircraft down was. During the call, the Tucson Meds operator spoke with a partner (in the room) and came back to say "Tower has just called and confirmed it was LifeNet 12". At that time I still attempted to confirm the color scheme of the aircraft down. The operator advised me it was LifeNet 12, at which time I started to question her about injury status. The operator advised me that injuries were unknown at that time, and I requested her to contact me back as soon as they knew.

In regard to this incident I had no further action. I was being shadowed by Mike Derry, after taking the previous call from Tucson Meds, I stepped back and Communicator Derry took control of the console, and I just observed.

Ronnie D. Montgomery, CFC
AZ/AK - West Bank
Communications Specialist
Life*Com