

Hatch Craig

Subject: Phone Call

From: Albert.Hilliard@[REDACTED]
Sent: Tuesday, December 5, 2017 08:24
To: Hatch Craig [REDACTED]

I have already come and gone out there. The rental car staff knew the pilot well. He rented from them frequently.

I spoke with Justin Parmer, the facility manager, and he was able to look up the information quickly. He put me on the phone with Kathy Chapin who was the employee who took the call from the pilot. She remembered the call well. The reason for the call was Bob Martin (as he was known to the staff) wanted to insure he was going to get a special rate for his rental that day. Apparently, he was there all the time. They had a special deal for him if he put less than 75 miles on a car. He also called to let her know the car was parked at the FBO. She said that he seemed busy or distracted. She could not tell if it sounded like he was in a helicopter. She said that she knew he was distracted because "it was like talking to my husband when he was working on his car" He asked questions about a future rental. And as she was talking to him about the future rental and they were ending the conversation the line skipped and then went dead. She said that he never said bye and that she was in midsentence when the line was cut. She said there was some strange "skipping" noise. She defined skipping as radio noise and only hearing the other side intermittently. She said she never thought about it being significant until yesterday when I showed asking questions.

Her name is Kath Chapin

Phone [REDACTED]

She is happy to answer further questions if needed.

Best regards,

Louis Hilliard
Aviation Safety Inspector
Lubbock Flight Standards District Office
5225 S Loop 289, Ste 122
Lubbock TX 79424

[REDACTED] – direct office line