The following statement is from Eric Morales about the events on 15 May 2019:

I was re-positioning after refueling. I made a right turn out from the fuel deck at KJRA over the river to land on my assigned spot 4 at the 30th street heliport. While entering the final phase of my approach the wind was decreasing my tail rotor authority. To avoid the possibility of having an emergency landing in a populated area, I decided to go around and set up for a more desirable approach. I called West 30th street heliport and told them I was going around. I made a turn away from the heliport to put the helicopter nose-first into the wind, mid turn I started to experience a right yaw which is what I believe was loss of tail rotor effectiveness. I continued to attempt to maneuver into the wind and to gain forward airspeed. This attempt was not effectively restoring the tail rotor authority with the altitude I had available. I was aware I had lost altitude and made the decision to deploy the emergency floats and perform an emergency water landing. The floats deployed as they were designed, and the helicopter landed upright as it contacted the water. I turned the fuel valve off, dawned the emergency floatsion device and exited the aircraft through the pilot's door. I waited with the aircraft for emergency crews to respond.