



RECORD OF CONVERSATION

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Central Region

Date: 2/21/2019
Person Contacted: Jonathan Robinson
NTSB Accident Number: CEN19FA072

Narrative:

Spoke with Mr. Jonathan Robinson via telephone.

- Jonathan Robinson
- Flight paramedic at Survival Flight 13
- Base is in Westerville
- Been career firefighter/paramedic for 9 years, worked for Cleveland Metro Lifeflight on ground unit. Was hired last march looking for career change to fly. Opend 13 then 14 opened shortly after that.
- Q: What is your opinion of SF Safety culture opinion?
 - Coming from CAMES accredited program to this one there are differences. Base 13 is pretty squared away with communication now but it didn't start that way, There were several discussions about the 3 to go 1 to say no policy. Discussions went back and forth Heard that higher ups in management were going to do away with that which made me uncomfortable. Our base does and continues to have discussions about weather before flights. I personally feel there is a "bit of machoism" in the company and how they approach taking calls and getting business. I know that there were times when our base (13) would turn down a call and they would call SF 14. If 14 took it then 13 would get questioned "why"? I remember an occasion where a pilot turned down or aborted a few flights on one day and I personally was there when management called the base and talked to the pilot and base manager about why the flights didn't go. "There was pressure put on us", but whether we allowed that pressure to affect us was on us. I have been on shift numerous occasions where management would call and ask "what's going on why are you guys turning stuff down" I know the area pretty well and when we get a call from out of our area that there are multiple HAA operators turning those flights

down and it seems that our dispatch center are trying to talk us into taking those flights. I know the pilots are under a lot of pressure. I'm pretty cautious when we get calls outside of our area. I was not personally involved but coming on shift and dispatch center was on weatherturndown.com finding flights for us. They have "We can do this" attitude. Dispatch would never tell us that it was from weatherturndown.com and we had to assume that. There was one instance where dispatch called for a flight they got from weatherturndown.com. Never told it was turned down. The pilot wound up taking the flight and had to abort and wound up grounded for 20 hours or so. I believe that dispatch gets flight on weatherturndown.com frequently. I just feel they have a "we can do this" attitude.

- Q: Have you been on flights aborted due to weather? A: Yes.
- Q: Did you have input if those flight went?
 - Yes. There was a pilot Kevin Johnson and he was the only one that would really "talk you into it" and talk in circles to convince you to go. He isn't there anymore and now weather is up all the time, especially now after the crash and we all can see it.

- How is CRM? Does it work well between the pilots and medical crew? Yes, at this base it does, pilots have really good communication.
- Do they illicit help for weather watch traffic watch if needed? Yes, they do.

- Are you aware of means to report safety concerns? No, I'm not aware of any official way to report anything. I would just call my base manager and hope it gets passed up. Rachel, who was killed on the accident flight, had significant concerns and e-mailed management but outside of e-mail I know of no way to report.
- Are you told ways to contact FAA? No, we would have to find that out on our own

- Any other pilots besides KJ that pilots taking flight they shouldn't? No way. Not outside of him

- On night flights do the pilots always have NVGs? Yes, every flight. About 4-5pm they are taken out from the cabinet where they are locked up so they are ready to go.

- Do you have any maintenance concerns? There was a time when the mechanic was showing up sporadically and we only had one mechanic for both bases. Now have one for each and that mechanic is at our base every day.

- Did you personally have much communication with the OCC? No , occasionally we will get on and get patient info. The medical crew doesn't usually talk to them about flight information though.

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