

UNITED STATES OF AMERICA  
NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: \*

AIR METHODS CORPORATION \*

LIFENET HELICOPTER ACCIDENT \* Docket No.: CEN11FA599

AUGUST 26, 2011 \*

NEAR MOSBY, MISSOURI \*

\* \*

\* \* \* \* \*

Radio Dispatch Calls

Friday,  
August 26, 2011

R E C O R D I N G

1

(Start time: 1717:15)

2

3

DISPATCHER KOREY: LifeNet. This is Korey.

4

LAURA: Hey, Korey, this is Laura from the Harrison  
County Hospital in Bethany, Missouri.

5

DISPATCHER KOREY: Hi.

6

LAURA: How are you?

7

DISPATCHER KOREY: Pretty good. What can I do for you?

8

LAURA: Are you flying today?

9

DISPATCHER KOREY: Yes, we are.

10

11

LAURA: All right. We got a patient that is probably  
going to Liberty.

12

13

DISPATCHER KOREY: Okay. How much does your patient  
weigh?

14

LAURA: 105 pounds.

15

DISPATCHER KOREY: Okay. And male or female?

16

LAURA: Female.

17

DISPATCHER KOREY: And how old is she?

18

LAURA: Fifty-eight.

19

DISPATCHER KOREY: Okay. And what's her diagnosis?

20

21

LAURA: Well, I'm going to let you talk to the nurse  
about that, okay?

22

DISPATCHER KOREY: Okay. Thank you.

23

LAURA: I'm just the phone girl.

24

DISPATCHER KOREY: No problem.

1 LAURA: All right. Hang on.

2 NURSE TRISHA: This is Trisha. May I help you?

3 DISPATCHER KOREY: Hi, this is Korey with LifeNet. I  
4 need to get some information about your patient, if you don't  
5 mind?

6 NURSE TRISHA: Uh-huh.

7 DISPATCHER KOREY: What's the diagnosis on this patient?

8 NURSE TRISHA:

9

10 DISPATCHER KOREY: Okay. Is she on a vent or any  
11 special equipment that we need to know about?

12 NURSE TRISHA: No.

13 DISPATCHER KOREY: Okay. How many IVs do you have  
14 established?

15 NURSE TRISHA: One now, but I'm going to start another  
16 one, so she'll have two.

17 DISPATCHER KOREY: Okay. And, what's the patient's  
18 name?

19 NURSE TRISHA: Her name is Terry. And I want to spell  
20 this last name. I don't know how it's pronounced.

21 DISPATCHER KOREY: Okay.

22 NURSE TRISHA: T-a-c-o-r-o-n-t-e.

23 DISPATCHER KOREY: Okay. And who's the referring  
24 doctor?

25 NURSE TRISHA: Dr. Mattson.

1           DISPATCHER KOREY: Okay. And you're still working on  
2 acceptance at Liberty?

3           NURSE TRISHA: Yes.

4           DISPATCHER KOREY: Okay. Patient in your ER?

5           NURSE TRISHA: Yes.

6           DISPATCHER KOREY: Okay. And what's your callback  
7 number there?

8           NURSE TRISHA: 660 --

9           DISPATCHER KOREY: Okay.

10          NURSE TRISHA: -- 425 --

11          DISPATCHER KOREY: Okay.

12          NURSE TRISHA: -- 0263.

13          DISPATCHER KOREY: 0263.

14          NURSE TRISHA: Yep.

15          DISPATCHER KOREY: Okay. Give me just a second here.  
16 I'm going to send LifeNet 2-2 to you guys. We'll need somebody to  
17 secure the helipad and provide a cot for the crew once they get  
18 there, okay?

19          NURSE TRISHA: Okay. We can do that.

20          DISPATCHER KOREY: And as soon as you guys get  
21 acceptance, can you give me a call back and verify that with me?

22          NURSE TRISHA: Yep. Sure can.

23          DISPATCHER KOREY: All right. Thank you.

24          NURSE TRISHA: All right. Thank you.

25          DISPATCHER KOREY: Bye.

1 (Noise)

2 DISPATCHER KOREY: LifeNet 2-2 respond. Pending your  
3 weather, Harrison County Community Hospital in Bethany, Missouri,  
4 back to Liberty Hospital. LifeNet 2-2 pilot.

5 LIFENET 22: 2-2, checking weather.

6 DISPATCHER KOREY: LifeNet 2-2 checking weather, 1720.

7 LIFENET 22: 2-2 will be accepting flight.

8 DISPATCHER KOREY: LifeNet 2-2 accepting the flight at  
9 1721. It's going to be for a 58-year-old female, 105 pounds,

10 [redacted] They are still working on acceptance  
11 back at Liberty. Patient is currently in the ER. LifeNet 2-2.

12 \* \* \*

13 (Start time 1720:24)

14 DISPATCHER KOREY: LifeNet 2-2 respond. Pending your  
15 weather, Harrison County Community Hospital in Bethany, Missouri  
16 back to Liberty Hospital. LifeNet 2-2 (indiscernible).

17 LIFENET 22: AirCom, 2-2 checking weather.

18 DISPATCHER KOREY: LifeNet 2-2 checking weather at 1720.

19 LIFENET 22: 2-2 will be accepting flight.

20 DISPATCHER KOREY: LifeNet 2-2 accepting the flight at  
21 1721. It's going to be for a 58-year-old female, 105 pounds,

22 [redacted] They are still working on acceptance  
23 back at Liberty. Patient is currently in the ER. LifeNet 2-2?

24 \* \* \*

25 (Start time: 1728:19)

1 DISPATCHER KOREY: LifeNet, this is Korey.

2 LAURA: Yeah, Korey, this is Laura again from the  
3 hospital in Bethany.

4 DISPATCHER KOREY: Hi.

5 LAURA: Hello. We have an accepting doctor, so  
6 everything's good to go.

7 DISPATCHER KOREY: Okay. And that's going to be at  
8 Liberty Hospital, then?

9 LAURA: Yes, sir.

10 DISPATCHER KOREY: In the ER, or do they have a unit for  
11 her?

12 LAURA: To the ER at Liberty.

13 DISPATCHER KOREY: Okay. All right. And do you have  
14 the receiving doctor's name?

15 LAURA: Doctor Robb, R-o-b-b.

16 DISPATCHER KOREY: Okay. All right. Sounds good. And  
17 it looks like they should be there in about 25 minutes. Okay?

18 LAURA: Okay.

19 DISPATCHER KOREY: Thank you.

20 LAURA: See you at Bethany. Bye-bye.

21 DISPATCHER KOREY: Um-hum. Bye.

22 \* \* \*

23 (Start time: 1729:06)

24 DISPATCHER KOREY: LifeNet 2-2, AirCom.

25 LIFENET 22: 2-2 is off, three on board, risk Bravo, en

1 route Bethany. Fuel 2 plus 00.

2 DISPATCHER KOREY: LifeNet 2-2 lifting three on board,  
3 Bravo. Two hours of fuel, en route to Bethany. Be advised  
4 patient has been accepted at Liberty ER. 1730.

5 \* \* \*

6 (Start time 1730:59)

7 LIBERTY HOSPITAL: Liberty Hospital.

8 DISPATCHER KOREY: Hi. This is Korey with LifeNet. I  
9 need to speak to someone about confirming patient acceptance. Do  
10 you have a house supervisor or bed placement?

11 LIBERTY HOSPITAL: Yes. One moment. Yes --

12 DISPATCHER KOREY: Thank you. Okay.

13 LINDA: Nursing supervisor. This is Linda. Can you  
14 hold a second?

15 DISPATCHER KOREY: Sure.

16 (Dispatcher on hold; recorded hospital advertisement)

17 LINDA: Hello? I'm sorry. This is Linda.

18 DISPATCHER KOREY: Hi, Linda. This is Korey with  
19 LifeNet. How are you doing today?

20 LINDA: I'm fine, and you?

21 DISPATCHER KOREY: Pretty good. Just need to verify  
22 you're accepting a patient from Harrison County Hospital in  
23 Bethany.

24 LINDA: Oh. I don't know. Bed placement knows that.  
25 Hold on just a second --

1 DISPATCHER KOREY: Okay.

2 LINDA: -- so I can transfer you to her, okay?

3 DISPATCHER KOREY: Okay. Thank you.

4 LINDA: Uh-huh.

5 (Dispatcher on hold; recorded hospital advertisement)

6 SHARON: This is Sharon.

7 DISPATCHER KOREY: Hi, Sharon. This is Korey with  
8 LifeNet. I need to verify you guys are accepting a patient from  
9 Harrison County Hospital in Bethany.

10 SHARON: I haven't heard anything about it.

11 DISPATCHER KOREY: Hmm. Okay. They claimed that they  
12 had acceptance from a Dr. Robb.

13 SHARON: Oh, that's the emergency room. Let me transfer  
14 you down there.

15 DISPATCHER KOREY: Okay. Thank you.

16 SHARON: You're welcome.

17 (Dispatcher on hold; recorded hospital advertisement)

18 BOB: ER. This is Bob.

19 DISPATCHER KOREY: Hey, it's Korey with LifeNet. Can  
20 you verify Dr. Robb accepted a patient from Harrison County  
21 Hospital in Bethany?

22 BOB: Yes, he did.

23 DISPATCHER KOREY: Okay. And the patient is coming to  
24 the ER?

25 BOB: Yes.



1 DISPATCHER KOREY: All right. Thank you.

2 BOB: No problem.

3 DISPATCHER KOREY: Bye.

4 BOB: Bye.

5 \* \* \*

6 (Start time: 1758:28)

7 DISPATCHER KOREY: LifeNet 1-2. AirCom. LifeNet 1-2.

8 LIFENET 12: Go ahead.

9 DISPATCHER KOREY: LifeNet 1-2, it's going to be patient  
10 weight 2-3-7, 237 pounds. They're looking going back to Creighton  
11 in Omaha.

12 LIFENET 12: Okay.

13 DISPATCHER KOREY: 1759. Air Methods Communication.  
14 This is Korey.

15 LIFENET 22: Hi, Korey. It's James, 2-2. We landed at  
16 Bethany at 1758.

17 DISPATCHER KOREY: 1758 it is. Thank you, sir.

18 LIFENET 22: Hey, man, I ----ed up too when we switched  
19 aircraft. I'm going to have to stop somewhere and get gas.

20 DISPATCHER KOREY: Okay.

21 LIFENET 22: So, I don't have near as much gas as -- I  
22 read you the gas from 101 and not the gas I had, so I'm trying to  
23 figure out where I'm going to go here.

24 DISPATCHER KOREY: Okay. Can you make it to Liberty, or  
25 do you need to get gas before that?

1           LIFENET 22: Well, I don't know. I'm trying to figure  
2 out how far it is from -- how far do you have calculated from  
3 Liberty to --

4           DISPATCHER KOREY: From Harrison County Hospital to  
5 Liberty Hospital is 62.1 nautical.

6           LIFENET 22: (indiscernible), roughly?

7           DISPATCHER KOREY: Yeah. I'm showing 34 and 3 seconds.

8           LIFENET 22: That's going to be cutting it pretty close.  
9 I'm probably going to need to get fuel before that.

10          DISPATCHER KOREY: Okay. Hey, can I put you on hold for  
11 one second?

12          LIFENET 22: Okay.

13          DISPATCHER KOREY: LifeNet 1-3 Medical. AirCom.

14          13 MEDICAL: 1-3 Medical standing by for patient report  
15 if you have it?

16          DISPATCHER KOREY: LifeNet 1-3 Medical, you're going  
17 after a 63-year-old male, abdominal pain, patient weight 1-9-6  
18 pounds. Picking up the patient at the Clarinda ER. Return the  
19 patient to the Creighton ER. Acceptance has been verified.  
20 That's all the information I have unless you require further.

21          13 MEDICAL: 1-3 Medical. Does Clarinda rendezvous at  
22 the airport? We can't remember.

23          DISPATCHER KOREY: LifeNet, 1-3 Medical. Negative.  
24 You're going to -- yes. Sorry, that is affirmative. You're going  
25 to meet the ambulance at the airport, pick the patient up at the

1 hospital.

2 13 MEDICAL: 1-3 clear. Thanks.

3 DISPATCHER KOREY: 180- --

4 Hi. Sorry about that. Everybody and their brother  
5 wants to talk to me at the moment.

6 LIFENET 22: I think I'm going to go to Excelsior  
7 Springs. It's airport identifier of 3-X-ray -- or, excuse me, 3-  
8 Echo-X-ray.

9 DISPATCHER KOREY: Okay.

10 LIFENET 22: Either that or Midwest National  
11 (indiscernible) would be better. Let me look them up. I'll see  
12 if it's going to be Midwest National or Excelsior Springs, see  
13 which one has -- I think it's going to be Midwest National, which  
14 is --

15 DISPATCHER KOREY: I'm showing that there's, I'm showing  
16 that there's an airport there in Bethany, Bethany Memorial.

17 LIFENET 22: Yeah. They don't have Jet-A.

18 DISPATCHER KOREY: Okay.

19 LIFENET 22: I mean, I don't think they do. I can look  
20 again, but --

21 DISPATCHER KOREY: Well, let me, let me look here real  
22 quick.

23 LIFENET 22: Otherwise, I'll go to Gulf-Papa-Hotel is  
24 where I'll be going.

25 DISPATCHER KOREY: I'm pulling it up on the Internet

1 right now. Give me just a second.

2 LIFENET 22: Okay.

3 DISPATCHER KOREY: Yeah, there's -- they're not showing  
4 a FBO there at all.

5 LIFENET 22: Yeah. So, Midwest --

6 DISPATCHER KOREY: I'm sorry. What was the identifier  
7 that you gave?

8 LIFENET 22: Gulf-Papa-Hotel.

9 DISPATCHER KOREY: Okay.

10 LIFENET 22: Is that Mosby or whatever it is? Excelsior  
11 Springs in (indiscernible), which is down -- Midwest National,  
12 Mosby.

13 DISPATCHER KOREY: Okay. Yeah, there's a FBO there.

14 LIFENET 22: Yeah. They have Jet-A.

15 DISPATCHER KOREY: Yeah.

16 LIFENET 22: Can you see how far that is for me?

17 DISPATCHER KOREY: Give me just a second.

18 LIFENET 12: AirCom, LifeNet 1-2. This is  
19 (indiscernible) 21.

20 DISPATCHER KOREY: LifeNet 1-2, AirCom. Standby.  
21 Hey, I'm sorry about that.

22 LIFENET 22: Yeah, no problem. It looks like it's going  
23 to be about 27 minutes to me, I think.

24 DISPATCHER KOREY: Sorry, I spelled the name wrong.

25 LIFENET 22: The identifier is Gulf-Papa-Hotel.

1 DISPATCHER KOREY: Yeah. I'm putting it in my map so I  
2 can calculate in distance here. Sorry, sir.

3 LIFENET 22: No worries. Yeah, I got about halfway here  
4 and looked at it and went, "Aw, crap."

5 DISPATCHER KOREY: Hey, I'm showing that's 58 nautical  
6 miles.

7 LIFENET 22: Fifty-eight nautical miles. So it would  
8 save me, save me 4 nautical miles and 2 minutes. I think that's  
9 probably where I'm going to end up going.

10 DISPATCHER KOREY: Okay. Do you want to -- are you  
11 going to do that now or are you going to do it with the patient on  
12 board?

13 LIFENET 22: I'm going to have to do it with the patient  
14 on board. We're sitting here now. There's no place close to get  
15 gas that I can just go now.

16 DISPATCHER KOREY: Okay.

17 LIFENET 22: I mean, from where I'm sitting right now,  
18 I'd have to -- Albany doesn't have Jet-A. Cameron doesn't have  
19 Jet-A. I mean, I could go back to St. Joe and then down. I'd  
20 have to go out of my way.

21 DISPATCHER KOREY: Okay. If you change your mind, just  
22 let us know, okay?

23 LIFENET 22: Yeah. We'll figure it out. Do you want me  
24 (indiscernible) --

25 DISPATCHER KOREY: All right.



1 to Liberty, which is right below Mosby there.

2 LifeNet 1-2 is on the way to Albion, possibly to bring  
3 the patient back to Creighton. Acceptance has not been verified,  
4 but that's where they sent the labs.

5 LifeNet 1-3 is going to Clarinda to the airport.  
6 They're going to ground over, get the patient, come back.  
7 Bringing that patient back to Creighton.

8 No flights for MedFlight today. 1-1's yellow at base.  
9 1-4's yellow at base. I'm sure that this medi-flight two flights  
10 over -- otherwise all Oklahoma is green and back at base. Tulsa  
11 LifeFlight green on base. They're in 324-Alpha-Mike and that  
12 pilot's already there. They were at Eppley headed back to Rapid  
13 City. Air Carrier 1 is yellow base. Ground's doing Great River  
14 back to University, and Aircraft 2 is yellow at base. Iowa Life  
15 Flight is out of service for maintenance.

16 Any questions?

17 DISPATCHER JUSTINE: No.

18 DISPATCHER KOREY: 1808.

19 \* \* \*

20 (Start time: 1811:50)

21 DISPATCHER KOREY: LifeNet 2-2, AirCom. Traffic's  
22 unreadable. Say again.

23 LIFENET 22: (Indiscernible) is airborne, four on board.  
24 Risk (indiscernible) Bravo. En route Midwest National to get  
25 fuel. Fuel status currently is 4-5 minutes.

1 DISPATCHER KOREY: LifeNet 2-2, lifting four on board,  
2 4-5 minutes fuel. Bravo for Midwest. 1813.

3 LIFENET 22: AirCom, LifeNet 2-2.

4 DISPATCHER KOREY: LifeNet 2-2, AirCom.

5 LIFENET 22: Roger. Can you call Midwest National, let  
6 them know we're coming in, we'll need fuel and we have a patient  
7 on board?

8 DISPATCHER KOREY: LifeNet 2-2, understood. 1813.

9 \* \* \*

10 (Start time: 1815:43)

11 LOWELL: Air Methods Communications. Lowell speaking.

12 DISPATCHER KOREY: Hey, this is Korey.

13 LOWELL: Yeah.

14 DISPATCHER KOREY: Obviously, I haven't left yet.

15 LifeNet 2-2 switched into their normal aircraft, 352-Lima-  
16 November. When the pilot took off, he told me the fuel that was  
17 in 101-Lima-November that he had been flying earlier.

18 LOWELL: Okay.

19 DISPATCHER KOREY: Yeah. It's bad because now he's  
20 going to have to stop for fuel with the patient on board. And  
21 there's no airport close.

22 LOWELL: Do we have -- oh, my gosh. Do we have an AOC  
23 for that program?

24 DISPATCHER KOREY: No, not like Arizona does.

25 LOWELL: Oh, god. Do we -- call --



1 DISPATCHER KOREY: But before we get to that part --

2 LOWELL: Yeah.

3 DISPATCHER KOREY: The airport where he is going to get  
4 fuel was not in the system so I just drew the link to the town  
5 where the airport is.

6 LOWELL: Um-hum.

7 DISPATCHER KOREY: Just the (indiscernible) path, is all  
8 up to Justine here.

9 LOWELL: Okay.

10 DISPATCHER KOREY: If you want to help her with that?

11 LOWELL: Yeah. I can get it in the system. I need, I  
12 need one of you to make a call to the medical base supervisor just  
13 to let him know that this had happened with a patient on board.

14 DISPATCHER KOREY: He's on board. The medical base  
15 supervisor's on board.

16 LOWELL: Ha. Okay. Well, I get that in for Justine and  
17 then I'll get that flight number because I'm going to need to kick  
18 that up.

19 DISPATCHER KOREY: Yeah. And we -- I left my books is  
20 right here with all the people in it so you can just pick who you  
21 want to call, I guess.

22 LOWELL: Yeah, that's on -- okay. Great. All righty.  
23 Yeah.

24 DISPATCHER KOREY: Between 1745 and 1800 I had three  
25 flights all go off at the same time and -- anyway.

1           LOWELL: Okay. Yeah, just go ahead and clock out like  
2 normal.

3           DISPATCHER KOREY: All right. Thanks.

4           LOWELL: Yup.

5           DISPATCHER KOREY: Bye.

6           LOWELL: All right. Bye.

7                                   \* \* \*

8           (Start time: 1821:45)

9           RECORDING: Thank you for calling the Midwest National  
10 Air Center and QuickTurn Flight Support. Please listen to this  
11 entire menu before making your selection. For QuickTurn Flight  
12 Support line service, please press 1. For QuickTurn Flight  
13 Support front desk, please press 2. For after-hours callout  
14 service, press 3. For Enterprise Car Rental, press 4. For the  
15 Elms Resort and Spa, press 5. For Executive -- wait while I  
16 transfer your call. Thank you for holding.

17                   (Phone ringing.)

18           JOHN: QuickTurn Flight Support. John.

19           DISPATCHER JUSTINE: Hi, John. This is Justine with  
20 LifeNet. I need, actually, give you a heads up that 1 -- or that  
21 2-2 needed to come in and get fuel.

22           JOHN: Okay.

23           DISPATCHER JUSTINE: They're going to be actually  
24 landing probably in about -- probably about 19 minutes.

25           JOHN: Okay. Nineteen minutes from now?

1 DISPATCHER JUSTINE: Yes.

2 JOHN: And what kind of airplane?

3 DISPATCHER JUSTINE: It's actually going to be a  
4 helicopter. It's going to be -- it's going to -- sorry, it's  
5 going to be A-Star.

6 JOHN: Okay. A helicopter?

7 DISPATCHER JUSTINE: Yes. And they're going to be  
8 looking for Jet-A.

9 JOHN: Okay. Very good. I'll be ready for him, 19  
10 minutes.

11 DISPATCHER JUSTINE: Yes, sir. Thanks so much, John.

12 JOHN: Okay. Thanks for calling.

13 DISPATCHER JUSTINE: Yep.

14 UNIDENTIFIED SPEAKER: Okay. Is she intubated or on a  
15 vent right now?

16 DISPATCHER JUSTINE: No, she's not.

17 UNIDENTIFIED SPEAKER: No --

18 \* \* \*

19 (Start time: 1827:20)

20 DISPATCHER JUSTINE: LifeNet 2-2, AirCom to  
21 (indiscernible) fuel is (indiscernible) Midwest.

22 LIFENET 22: Okay. Thank you much.

23 DISPATCHER JUSTINE: (indiscernible) 1827.

24 \* \* \*

25 (Start time: 1844:43)

1           RECORDING: Thank you for calling the Midwest  
2 National -- wait while I transfer your call. Thank you for  
3 holding.

4           (PHONE RINGING.)

5           JOHN: QuickTurn Flight Support. This is John.

6           DISPATCHER JUSTINE: Hey, John. This is Justine with  
7 LifeNet again. I was just wondering if my aircraft had landed  
8 there?

9           JOHN: Well, he called a few minutes ago. A helicopter  
10 coming from the north?

11          DISPATCHER JUSTINE: Yes.

12          JOHN: Yes. He called a few minutes ago and I'm sitting  
13 in my truck looking for him, but I haven't seen him yet.

14          DISPATCHER JUSTINE: Okay. Yeah, he should be landing  
15 any minute. If you talk to him, can you just tell him to give me  
16 a call, his dispatch?

17          JOHN: Say that again. Call dispatch?

18          DISPATCHER JUSTINE: Yes. Just let him know that.

19          JOHN: Okay. I'll give him the message.

20          DISPATCHER JUSTINE: Okay. Thanks so much.

21          JOHN: You betcha.

22          DISPATCHER JUSTINE: LifeNet 2-2, AirCom.

23          (PAUSE.)

24          DISPATCHER JUSTINE: LifeNet 2-2, AirCom.

25          (PAUSE.)

1 DISPATCHER JUSTINE: LifeNet 2-2, AirCom.

2 \* \* \*

3 (Start time: 1853:51)

4 LOWELL: Justine, move it fast. Move it fast.

5 OCC: OCC. This is Lee.

6 LOWELL: Lee, it's Lowell with Air Methods, Omaha.

7 OCC: Lowell.

8 LOWELL: Hey, I have an aircraft that we've been out of  
9 contact. They were supposed to land at an airport approximately 5  
10 or 6 minutes ago and they have not landed. They were running out  
11 of fuel. The pilot had incorrectly identified the amount of fuel  
12 he had and he was diverting with a patient on board --

13 OCC: Okay. Okay.

14 LOWELL: -- to this airport.

15 OCC: So they were supposed to land 5 or 6 minutes.  
16 They had low fuel?

17 LOWELL: They did have low fuel. It's LifeNet 2-2.

18 OCC: Okay.

19 LOWELL: And --

20 OCC: What's the N number?

21 LOWELL: They're in November-352- --

22 OCC: Um-hum.

23 LOWELL: -- Lima-November.

24 OCC: Um-hum. Okay. Who's the pilot?

25 LOWELL: James Freudenberg.

1 OCC: James -- can you spell that last name?

2 LOWELL: Foxtrot-Romeo-Echo-Uniform-Delta-Echo-November-  
3 Bravo-Echo-Romeo-Gulf.

4 OCC: Okay. And so do you know how much fuel he had  
5 when you last talked to him?

6 LOWELL: You know, when he lifted -- let me see how much  
7 fuel he had. He had 45 minutes when he lifted. He had been in a  
8 different aircraft that day, so when he lifted with this, he, he  
9 pretty much told us the aircraft that -- or the fuel he'd had in  
10 the previous aircraft. So then when he realized what the problem  
11 was, he advised he was going to be diverting to an airport.

12 OCC: Okay. So, for real, he had 45 minutes, not what  
13 he thought he had when he lifted?

14 LOWELL: That's correct.

15 OCC: Okay.

16 LOWELL: When he first lifted he thought he had 2 hours.  
17 When he lifted from Harrison County Hospital, he said, hey, I got  
18 45. He is en route to Liberty Memorial but he said he was going  
19 to have to divert to Midwest National Air Center Airport.

20 OCC: Liberty Memorial -- okay. And diverting to where?

21 LOWELL: Midwest National Air Center Airport.

22 OCC: Midwest National Air Center Airport. Okay.

23 LOWELL: That was --

24 OCC: What, what state are we in here?

25 LOWELL: Missouri.

1           OCC: Missouri? Okay. And where is Harrison County,  
2 what city?

3           LOWELL: Oh. I will tell you that exactly. It was in  
4 Bethany, Missouri. And then they were going to head to the city  
5 of Liberty, Missouri. It was going to be a 30-minute flight down  
6 to that airport.

7           OCC: Oh, okay. So he only had 15 reserve?

8           LOWELL: That's right.

9           OCC: Okay. And National -- this airport is -- do you  
10 know what city or --

11          LOWELL: It's in Excelsior Springs.

12          OCC: Excelsior Springs?

13          LOWELL: Yes. In Clay County, Missouri.

14          OCC: Excelsior Springs. Okay. And he had -- so what  
15 time did he lift?

16          LOWELL: He lifted at -- it looks like he lifted at  
17 1813.

18          OCC: Okay. And the last -- time of last contact?

19          LOWELL: The last ping we got was at 1841 and --

20          OCC: So he's not (indiscernible) --

21          LOWELL: Yeah, we've tried on pilot cell. We tried crew  
22 cells. We've tried the radio. We've been in contact with the FBO  
23 who was expecting them. The FBO said that he had been in contact  
24 via radio with them when they were still 5 miles out, which  
25 corresponds with pretty much our last ping that we got. So we're

1 in the process right now of rolling the county to see if we can  
2 get them out to that location.

3 OCC: Okay. Now, do we have a GPS location on this  
4 aircraft?

5 LOWELL: We do. Let me see if I can get you those  
6 coordinates.

7 OCC: Is it OuterLink or --

8 LOWELL: I believe the aircraft is OuterLink. I have  
9 coordinates, though, for the last ping if you want them?

10 OCC: So did, so did he -- so he stopped flying on the  
11 GPS?

12 LOWELL: Yes. Like he dropped off.

13 OCC: Totally dropped off?

14 LOWELL: That's correct.

15 OCC: Okay. And did we have a slow speed or anything  
16 before he -- like he might have landed somewhere?

17 LOWELL: No. It didn't look like he slowed down.

18 OCC: Okay. I don't have -- I can't grab historical out  
19 of OuterLink right now. We have an issue with that. So --

20 LOWELL: Okay.

21 OCC: Okay. So at this point what type of PAP are you  
22 calling it?

23 LOWELL: Right now we'd call it an overdue aircraft.

24 OCC: You're calling it overdue?

25 LOWELL: That's what I'm calling it right now. We are



1 in the -- we are talking to the county right now trying to get  
2 them to roll --

3 OCC: So it's been 45 minutes since we've heard from  
4 him? About.

5 LOWELL: Yes, it has been.

6 OCC: Okay.

7 LOWELL: And, and right now I know that he's not at the  
8 airport.

9 OCC: And we know he's not at the airport. Okay. And  
10 so you're sending out the county to look for him, literally?

11 LOWELL: Yes. Yes, ma'am.

12 OCC: Okay. Lowell, keep us, keep us updated as quickly  
13 as you get information. We'll start making our calls, okay?

14 LOWELL: I will.

15 OCC: All right. Thank you. Bye.

16 LOWELL: Okay. Bye.

17 \* \* \*

18 (Start time: 1858:10)

19 LOWELL: Air Methods Communications. Lowell speaking.

20 OCC: Lowell, it's Lee.

21 LOWELL: Yes.

22 OCC: How many, how many souls on board?

23 LOWELL: Four. There is a patient.

24 OCC: So four?

25 LOWELL: Yes, ma'am.

1 OCC: And patient on board?

2 LOWELL: There is.

3 OCC: Okay. I'll start making the calls, okay?

4 LOWELL: Okay. Thank you.

5 OCC: Okay. Thank you. Bye.

6 \* \* \*

7 (Start time: 1900:55)

8 LOWELL: What are the chances that he went to a  
9 different airport than what he --

10 (Phone ringing)

11 JUSTINE: Not much without calling.

12 LOWELL: Supposed to be --

13 JUSTINE: Midwest National.

14 LOWELL: Midwest, Midwest National Air Center Airport.

15 JUSTINE: Mosby.

16 UNIDENTIFIED SPEAKER: The FBO there --

17 GREG: Hi there.

18 LOWELL: Greg, it's Lowell.

19 GREG: Oh, yeah.

20 LOWELL: Hey, I have an overdue aircraft right now.

21 GREG: Okay.

22 LOWELL: It's LifeNet 2-2. They picked a patient up at  
23 Harrison County and then when he lifted, the pilot advised that he  
24 didn't have as much fuel as he thought he did. He had previously  
25 advertised 2 hours. When he lifted, he only had 45 minutes.

1 There was a patient on board and he was headed to Liberty  
2 Memorial. He advised he'd be diverting to Midwest National Air  
3 Center Airport. It was a 30-minute ETE to there, leaving 15  
4 minutes of fuel in reserve. We were tracking him all the way  
5 down. We were talking to him. About 5 miles out, he dropped off.  
6 About 4 or 5 minutes after that, we couldn't get him on the radio.  
7 FBO hadn't seen him. We tried all of the crew cells. The OCC's  
8 now advising. We have local agencies out there looking at where  
9 we last had coordinates for him. FBO advised that they did have  
10 contact via radio with that aircraft about 5 miles out, which  
11 corresponds with our last tracking data.

12 GREG: Okay.

13 LOWELL: Don is here. He's assisting with notifications  
14 at this time. So --

15 GREG: Okay.

16 LOWELL: -- that's where we stand. And I'll give you a  
17 call when I hear more.

18 GREG: What was the, what was the airport he was headed  
19 for again, the facility?

20 LOWELL: He was -- let me look at that one more time  
21 because it's a mouth full. It's Midwest National Air Center  
22 Airport.

23 GREG: What city?

24 LOWELL: It's out in Excelsior Springs, Missouri.

25 GREG: Excelsior Springs. Okay.



1 else.

2 OCC: Okay. And these coordinates you're giving me,  
3 what are they for? The last known position?

4 LOWELL: This is the last, this is the last ping that we  
5 had on the aircraft. This is where we advised Liberty police to  
6 go.

7 OCC: Okay. Could you give me those?

8 LOWELL: What's he doing?

9 UNIDENTIFIED SPEAKER: We got a call from some -- I  
10 think the Clay County (indiscernible) --

11 UNIDENTIFIED SPEAKER: Clay County, two -- yeah.

12 UNIDENTIFIED SPEAKER: -- two possible.

13 LOWELL: I have two possible fatalities in Clay County.  
14 That's the information we're getting right now. Lee, I'm going to  
15 get a little more information. I'll call you right back. But  
16 we're looking at two fatalities.

17 OCC: Okay.

18 LOWELL: All right. I'll call you back.

19 \* \* \*

20 (Start time: 1917:03)

21 DISPATCHER JUSTINE: LifeNet. Justine.

22 STACY: Hi, Justine. It's Stacy in Clay County.

23 DISPATCHER JUSTINE: Hey, Stacy.

24 STACY: We have confirmed that all four are dead.

25 DISPATCHER JUSTINE: All four? Okay. Thanks, Stacy.

1 STACY: You're welcome.

2 DISPATCHER JUSTINE: All right.

3 \* \* \*

4 (Start time: 1918:56)

5 OCC: OCC. This is Leah.

6 LOWELL: Leah, it's Lowell, Air Methods, Omaha.

7 OCC: Hey, Lowell.

8 LOWELL: Clay County is advising four fatalities.

9 OCC: Clay County sheriff?

10 LOWELL: Yes. We're keeping, we're keeping EagleMed  
11 going right now. They're about 10 minutes out. We've stood a  
12 second aircraft down that we put up. But right now --

13 OCC: Okay.

14 LOWELL: -- we're getting -- OCC.

15 UNIDENTIFIED SPEAKER: Four confirmed (indiscernible) --

16 LOWELL: It came from the county.

17 OCC: And that's confirmed four fatal?

18 LOWELL: It came from the county. But we're keeping  
19 that helicopter going.

20 OCC: And you're still sending EagleMed?

21 LOWELL: Yeah. They're still there. They're -- so  
22 we're going to, we're going to keep them going. We had a second  
23 one we put on standby that we stood down, but --

24 OCC: Okay. Well --

25 LOWELL: -- with EagleMed 10 minutes out, I thought we'd

1 just keep them going.

2 OCC: Okay. Let us know when you hear more.

3 LOWELL: I will. Bye-bye.

4 (End of recording)

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CERTIFICATE

This is to certify that the attached proceeding before the

NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF:           AIR METHODS CORPORATION  
                                  LIFENET HELICOPTER ACCIDENT  
                                  AUGUST 26, 2011  
                                  NEAR MOSBY, MISSOURI

DOCKET NUMBER:            CEN11FA599

was held according to the record, and that this is the original, complete, true and accurate transcript which has been compared to the recording accomplished at the hearing.

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Vanita Tildon  
Transcriber