

Metro Aviation, Inc.

N911GF – March 26, 2016

Post-Accident Review of Operational Control Center



Summary:

The absence of accurate weather information prevented the Metro Aviation, Inc. (MAI) Operational Control Center (OCC) from taking action during the March 26, 2016 flight of N911GF. This lack of weather data was caused by a series of events that began with the initial notification of the flight to the MAI OCC from the Haynes Ambulance Communication Center (CC).

At 23:21 the CC submitted an OCF-2 that contained wrongly formatted latitude and longitude for the car accident scene. When importing the flight route data from the OCF-2, the MAI *OCC Helper* (OH) software only recognized the MAI base identifier of “TRO” (Troy Regional Medical Center) and queried National Weather Service information for reporting points closest to TRO. This resulted in an OH *Release Summary* that only included current and forecast weather reports for the Troy Municipal Airport (KTOI). The OH software alerted OC Coordinators to wrongly formatted latitude and longitude, but only subtly by presenting the lat/long coordinate in bold type on the *Release Summary*. Neither of the Operational Control Coordinators noticed the alert and subsequently sought no further information about the flight.

On the night of the accident, the MAI OCC was staffed with one senior Operational Control Coordinator and one new-hire Coordinator that was still in training. The new-hire Coordinator reviewed the *Release Summary* of the accident flight and it was discovered that the senior Coordinator provided no oversight of this review. Also discovered during the MAI investigation, was the common practice of Communication Centers only providing the first segment of a flight route within the OCF-2 form. CCs would update the route of flight with all segments once further information was known about the patient’s final destination. The OCC Supervisor at the time of the accident was aware of this issue, but hadn’t evaluated the concern as being critical, as the CCs would in fact update route of flight information once it was known. In the days following the accident, MAI conducted an audit of archived OCF-2s and found nearly all presented a complete route of flight. This was the case on the Hammond/N911GF OCF-2 reviewed after MAI management responded to the OCC following notification that the aircraft was missing. The OCF-2 presented in this document is the actual archived copy of the accident flight and it depicts the complete route of flight. The Metro Aviation Secure Website (MASW)

server logs entries of modifications to the OCF-2; in reviewing those entries, it was discovered the route-of-flight was edited by the Haynes Communication Center near the time the aircraft departed the accident scene.

The following illustrates the above summary:

N911GF/Hammond -OCF-1

base name/program	TRO_Haynes Life Flight	Submit time corresponds with the start date/time of Hammond’s assigned duty period.
Pilot	Chad Hammond	
date	03/25/16	Hammond reports current and expected weather conditions to be “yellow”, suggesting he should have been aware of inclement weather.
Submit time	19:28 (GMT 00:28)	
Current weather code	Y	Static risk score corresponds with Hammonds incomplete Risk Analysis recovered from MAI database.
Expected weather code	Y	
at	06:28 (GMT 11:28)	MAI OCC reviewed OCF-1, 4 minutes after Hammond submitted.
aircraft #	N911GF	
preflight complete and aircraft airworthy	YES	
next maintenance due > 10hrs.	NO	
if No, how long?	7.5	
risk assessment value	2	
deferred maintenance		
checked at	03/26/16 00:32:00 -GMT	

N911GF/Hammond -OCF-2

dispatch #	WET117604	<p>MAI Identifier for Haynes Communication Center "WET" and OCF-2 numerical reference "117604" correspond with OCC Release Summary.</p>
aircraft #	N911GF	
base name/program	TRO_Haynes Life Flight	
Pilot	Hammond, Chad	<p>Complete route-of-flight, discovered to have been entered near the time of departed from the car accident scene. See "Server Record," below.</p>
date	03/25/16	
time initiated	23:21 (GMT 04:21)	
route	tro-N3116 23 W8556 44-bmcs-tro	
ete	3:00	
time terminated	01:53 (GMT 06:53)	<p>Time terminated and last modified entry made by OCC personnel, once aircraft had become overdue.</p>
comments		
last modified	03/26/16 06:53:36 -GMT	
checked at	Marked as "Pilot Accepted" 03/26/16 04:21:23 -GMT	

N911GF/Hammond –OCC Helper- Release Summary

WET117604

TRO - N911GF - Hammond, Chad

Requested Route: Troy AL - 31 16.377, 85 56.739

Time Estimate from Flight Communications: 02+00

OCF1 shows 7.5 hours remaining until maintenance due when the OCF1 was submitted at 03/26/2016 00:28

IFR Operations are NOT Permitted

Pilot reported weather as YELLOW

TROY, AL (318 heading, 5.5 NM from TRO):

KTOI 260353Z AUTO 0000KT 10SM BKN065 16/14 A2997 RMK AO2 SLP145 T01610144 TSNO

TRO Site Data: PA: +447 DA: +893

Lowest ceiling: 6500 ft at TROY, AL.

TROY, AL (318 heading, 5.5 NM from TRO):

TAF

AMD KTOI 252040Z 2521/2618 36006KT P6SM SCT030

FM260500 0000KT 4SM BR OVC012

FM260900 09002KT 2SM BR OVC006

FM261500 18005KT 5SM BR OVC015

Joseph M. Farley Nuclear Power Plant near or on flight route.

Turbulence Airmet:

AIRMET TURB...TX LA MS AL AND CSTL WTRS

FROM LFK TO 40W CEW TO 130ESE LEV TO 120SSW LCH TO 80SE PSX TO

80E BRO TO 90W BRO TO 20NW DLF TO LFK

MOD TURB BTN FL270 AND FL390. CONDS CONTG BYD 09Z THRU 15Z.

Erroneous latitude/longitude – no North (N) or West (W) reference.

Original Comm. Center estimate for total enroute time of flight. Referencing this information, the flight would have returned to base prior to the KTOI TAF of *FM260900 09002KT 2SM BR OVC006*

METAR at 42 minutes prior to departure

OCC Helper message- lowest reported ceiling nearest departure time

OCC Helper message – TFR Advisory

OCC Helper advisory of AIRMET based on weather analysis of KTOI local area.

Metro Aviation, Inc. Secure Website - Server Record

- A. Initial flight notification made by OCF-2 from Haynes Ambulance Communication Center

**7317314 Flight Com Added the New Flight Tracking Record (157//2:00//tro-31
16.377, 85 56.739//3/25/2016//{ts '1899-12-30 23:21:00'}) - Date:25-03-2016 -
Successful Flight Tracking Record Add 2016-03-25 23:21:23.000**

- B. Update to OCF-2 record near the time the aircraft was departing car accident scene.

**7317347 Flight Com Updated the Current Flight Tracking Record (ID:
450766//03/25/2016//{ts '1899-12-30 23:21:00'}) - Successful Flight Tracking Update
2016-03-25 23:59:21.000**