



To whom it may concern,

On October 2nd, 2019, I received a phone call from Joel Beavins in the late afternoon. He requested that we fuel his aircraft before his departure the following morning. The fuel order was 50 gallons of Jet-A a side with prist. I told him we would take care of it for him.

I asked Blair Hileman, the assistant airport manager, to assist me with fueling the TBM. We pulled it out of the hangar, got the Jet-A fuel truck, and proceeded to use both fuel hoses on the truck to put 50 gallons in each tank.

The morning of October 3rd, I saw Joel and the passengers board the aircraft and taxi to runway 19 for departure. I did not interact with any of them, as I was out fueling a piston aircraft on the field.

If you have any questions, please do not hesitate to ask. You can contact me via email or by phone at [REDACTED]

Thank you,

[REDACTED]

Cinnamon Franklin, Operations Supervisor KHFY

October 8, 2019



INDY SOUTH GREENWOOD AIRPORT

897 Airport Parkway | Greenwood, IN 46143 | 317.881.0887



Todd Fox NTSB

October 11, 2019

Todd,

I assisted Cinnamon Franklin, Operation Supervisor here at KHFY in fueling N700AQ on October 2nd, 2019, as she stated in her letter of October 8th. As I mentioned in my previous email, she fueled the pilot side and I fueled the co-pilot side, 50 gallons per side, 100 gallons total, positive Prist. I was unable to visually determine the fuel level in the tank after I completed the refueling.

I arrived at the airport after their departure the morning of October 3rd.

Please email or call if you have any questions or need additional Information or documentation.

Sincerely,

A black rectangular box redacting the signature of Blair Hileman.

Blair Hileman

Assistant Airport Manager, KHFY



INDY SOUTH GREENWOOD AIRPORT
897 Airport Parkway | Greenwood, IN 46143 | 317.881.0887

Fox Todd

From: Jodie Kaluza [REDACTED]
Sent: Wednesday, October 9, 2019 11:41 AM
To: Fox Todd
Subject: N700AQ
Attachments: N700AQ Reservation.pdf; 20191009104903289.pdf

Mr. Fox-

Here is the information that I can provide in regards to N700AQ's trip into EDC:

- The aircraft arrived at 1220 pm CST
- Pilot stopped at the desk and checked-in with the morning on duty CSR.
- Pilot requested noted that he would let us know about fuel (it was noted as PWAf initially – "Pilot will advise fuel") and requested the use of a crew car at 1240 pm CST
- Joel Beavins (presumably the pilot) returned the car at 1700 and was given a warning for violating our two hour crew car policy.
- Around that time, the customer requested a "Top-Off" to the on-duty CSR, Lizeth
- Plane was fueled by Line Tech, Kevin Stockwell, at 1749 (171 gallons)
- Invoice 19-100853 was paid for at 1754
- Checked the car out again at 1923
- Car was returned at 2011
- Pilot went outside to the aircraft. He came back in complaining that the aircraft had not been topped off as requested. CSR noted it again as a "Top Off" in her notes.
- Truck was dispatched back to N700AQ for an additional 34.0 gallons at 2052 by Line Tech, Carson Chambers.
- N700AQ departed our ramp at 2126.
- Invoice 19-100857 was paid at 2138. I am assuming he left us as card because it shows processed after his departure time (or it is possible the CSR added the incorrect ETD).

The paperwork I have is attached.

- There is a screen shot of the FlightBridge reservation that has arrival/departure data plus the TO ("Top Off" Request). I cannot tell you if that was his first or Second request.
- My CSRs log (2 pages)- You can see that she communicated with him early in her shift (Second entry on page one) and later in the shift (3rd entry page two). She didn't note the time but she works on Fridays 1400-2200. Items are highlighted as they are communicated to the flight line.
- Crew car paperwork was provided because it had time stamps.
- Original truck sheets showing both fueling on N700AQ (page 2)

I have not talked the line guys on duty but the CSR, Lizeth, does remember speaking to him and sending the line crew back out to add additional fuel.

Please let me know if there is anything else I can do to assist.

Kind Regards,

Jodie D. Kaluza
Airport Manager- Austin Executive Airport (KEDC)
FBO Manager- Henriksen Jet Center- Austin
6012 Aviation Drive



To whom it may concern,

September 26, 2019, I was given a fuel order to top off N700AQ. The pilot, Joel Beavins, had already had the aircraft out of their hangar when I pulled up with the Jet-A Truck. Before I started the fuel delivery process I confirmed with the pilot that the aircraft was to be topped off Jet-A Positive FSII, (Prist). After the pilot confirmed the fuel order with me I proceeded to deliver the fuel. I pumped 90 gallons in the right wing and 92 gallons in the left wing. After I finished fueling the pilot then put the aircraft back in the hangar.

Sincerely,



Rick Ferrill
Airport Manager, KHFY

