

NATIONAL TRANSPORTATION SAFETY BOARD
Vehicle Recorder Division
Washington, D.C. 20594

January 3, 2022

Mobile Phone Records

Specialist's Factual Report By W. Deven Chen

1. EVENT

Location: Farmersville, Texas
Date: June 28, 2021
Operator: Atmos Energy
NTSB Number: PLD21FR002

2. DETAILS OF DEVICE INVESTIGATION

On September 21, 2021, the NTSB's Vehicle Recorder Division received seven mobile phone records associated with the following on-site personnel:

User: Bobcat Energy employee - 1
Service Provider: AT&T

User: Bobcat Energy employee - 2
Service Provider: AT&T

User: Bobcat Energy employee - 3
Service Provider: AT&T

User: FESCO Energy employee - 1
Service Provider: AT&T

User: FESCO Energy employee - 2
Service Provider: AT&T

User: Atmos Energy employee - 1
Service Provider: AT&T

User: Atmos Energy employee - 2
Service Provider: AT&T

The mobile phone records were received electronically. The records contained mobile phone activity history between 00:01 on June 25, 2021 and 23:59 on June 28, 2021

Coordinated Universal Time (UTC). The event occurred around 15:35 central daylight time (CDT) on June 28, 2021. All timestamps of the mobile phone records were converted to CDT for rest of the report. The difference between CDT and UTC is 5 hours.

2.1. Mobile Phone Records Description

Mobile phone records are produced by a telecommunications service provider documenting the details of telephone calls, text messages, picture/video messages, data usage, and other transactions. The exact information provided varies depending on the provider.

Some terminologies of the phone records in this report are listed below:

- A phone call that marked “Yes” as “**Forwarded**” indicates that the user did not answer the call, and the call was forwarded to a different number (e.g. voice mail box).
- **BytesUp**: The number of bytes sent from mobile station to the network.
- **BytesDown**: The number of bytes from the network to the mobile station.
- **60:00 Duration Data Usage**: Data records have a maximum limit of 60 minutes in the CDR (call detail records) record system. Another record is created when a continuous data session exceeds the 60-minute limit.

Note that for data usage under Internet Connection Activity, it is not possible to distinguish between user-initiated data activity and automatic background data activity by the device’s operating system or installed applications.

Sections 2.2 – 2.8 below details the phone activities of the seven phone records in the period of 15:20 – 15:40 CDT on June 28, 2021. The event occurred around 15:35 CDT on June 28, 2021. The full phone activity records of the seven personnel are provided in Excel Worksheets as Attachments 1 - 7 to this report.

2.2. Bobcat Energy employee - 1 Phone Records

2.2.1. Bobcat Energy employee - 1 Phone Call Activity

No phone calls in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.2.2. Bobcat Energy employee - 1 Text and Picture/Video Message Activity

No text activities in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.2.3. Bobcat Energy employee - 1 Internet Connection Activity

Item	Date & Time (CDT)	Duration (mm:ss)	BytesUp	BytesDn
2969	6/28/2021 15:28:12	3:45	109114	239409
2970	6/28/2021 15:31:38	8:40	0	0
2971	6/28/2021 15:31:57	8:21	3104003	1450621
2972	6/28/2021 15:40:18	2:00	59342	168345
2973	6/28/2021 15:40:18	3:54	0	0

2.3. Bobcat Energy employee - 2 Phone Records

2.3.1. Bobcat Energy employee - 2 Phone Call Activity

Item	Date & Time (CDT)	Duration (mm:ss)	Direction	Forwarded
132	6/28/2021 15:35:03	0:26	Outgoing	No
134	6/28/2021 15:36:35	1:17	Incoming	No
136	6/28/2021 15:36:44	1:08	Incoming	No
138	6/28/2021 15:38:45	1:31	Incoming	No

2.3.2. Bobcat Energy employee - 2 Text and Picture/Video Message Activity

No text activities in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.3.3. Bobcat Energy employee - 2 Internet Connection Activity

Item	Date & Time (CDT)	Duration (mm:ss)	BytesUp	BytesDn
2231	6/28/2021 15:25:13	1:32	0	0
2232	6/28/2021 15:25:18	1:27	3543	17717
2233	6/28/2021 15:26:45	2:35	33597	164476
2234	6/28/2021 15:26:45	2:48	2596	1308
2235	6/28/2021 15:29:20	0:20	436	1429
2236	6/28/2021 15:29:33	5:16	0	0
2237	6/28/2021 15:29:40	10:16	183355	916779
2238	6/28/2021 15:34:49	8:42	27416	28380
2239	6/28/2021 15:34:53	0:37	125253	49589
2240	6/28/2021 15:36:31	1:19	330699	252982
2241	6/28/2021 15:38:30	1:46	365766	271263
2242	6/28/2021 15:39:56	3:35	174	292

2.4. Bobcat Energy employee - 3 Phone Records

2.4.1. Bobcat Energy employee - 3 Phone Call Activity

No phone calls in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.4.2. Bobcat Energy employee - 3 Text and Picture/Video Message Activity

No text activities in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.4.3. Bobcat Energy employee - 3 Internet Connection Activity

Item	Date & Time (CDT)	Duration (mm:ss)	BytesUp	BytesDn
2253	6/28/2021 15:39:26	0:17	0	0
2254	6/28/2021 15:39:26	0:17	5612	606
2255	6/28/2021 15:39:43	3:33	576623	10435128
2256	6/28/2021 15:39:43	3:33	7732	6736

2.5. FESCO Energy employee - 1 Phone Records

2.5.1. FESCO Energy employee - 1 Phone Call Activity

No phone calls in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.5.2. FESCO Energy employee - 1 Text and Picture/Video Message Activity

No text activities in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.5.3. FESCO Energy employee - 1 Internet Connection Activity

Item	Date & Time (CDT)	Duration (mm:ss)	BytesUp	BytesDn
388	6/28/2021 15:23:34	60:00	60906	148008

2.6. FESCO Energy employee - 2 Phone Records

2.6.1. FESCO Energy employee - 2 Phone Call Activity

No phone calls in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.6.2. FESCO Energy employee - 2 Text and Picture/Video Message Activity

No text activities in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.6.3. FESCO Energy employee - 2 Internet Connection Activity

No internet activities in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.7. Atmos Energy employee - 1 Phone Records

2.7.1. Atmos Energy employee - 1 Phone Call Activity

Item	Date & Time (CDT)	Duration (mm:ss)	Direction	Forwarded
70	6/28/2021 15:23:00	0:37	Incoming	No
71	6/28/2021 15:36:21	0:00	Outgoing	No
72	6/28/2021 15:36:28	0:00	Outgoing	No
73	6/28/2021 15:37:05	0:56	Outgoing	No
74	6/28/2021 15:39:20	1:36	Incoming	No

2.7.2. Atmos Energy employee - 1 Text and Picture/Video Message Activity

No text activities in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.7.3. Atmos Energy employee - 1 Internet Connection Activity

Item	Date & Time (CDT)	Duration (mm:ss)	BytesUp	BytesDn
451	6/28/2021 15:22:52	0:45	112381	110543
452	6/28/2021 15:22:52	0:46	112381	110543
453	6/28/2021 15:34:46	30:40	100448	80104
454	6/28/2021 15:34:55	30:31	99068	80104
455	6/28/2021 15:36:21	0:01	0	0
456	6/28/2021 15:36:21	0:01	0	0
457	6/28/2021 15:36:28	0:00	0	0
458	6/28/2021 15:36:28	0:00	0	0
459	6/28/2021 15:36:59	1:02	177785	119612
460	6/28/2021 15:36:59	1:02	177692	119612
461	6/28/2021 15:39:16	1:41	397571	245571
462	6/28/2021 15:39:16	1:41	397571	245571

2.8. Atmos Energy employee - 2 Phone Records

2.8.1. Atmos Energy employee - 2 Phone Call Activity

Item	Date & Time (CDT)	Duration (mm:ss)	Direction	Forwarded
53	6/28/2021 15:34:48	11:40	Outgoing ¹	No

2.8.2. Atmos Energy employee - 2 Text and Picture/Video Message Activity

No text activities in the period of 15:20 – 15:40 CDT on June 28, 2021.

2.8.3. Atmos Energy employee - 2 Internet Connection Activity

Item	Date & Time (CDT)	Duration (mm:ss)	BytesUp	BytesDn
281	6/28/2021 15:34:37	9:27	86470	36818
282	6/28/2021 15:34:43	5:15	709575	673479
283	6/28/2021 15:35:02	4:21	177875	291666
284	6/28/2021 15:39:23	3:46	138510	217691
285	6/28/2021 15:39:58	6:31	1111477	514698

¹ This outgoing call was directed to 9-1-1.