

Ed H. Statement

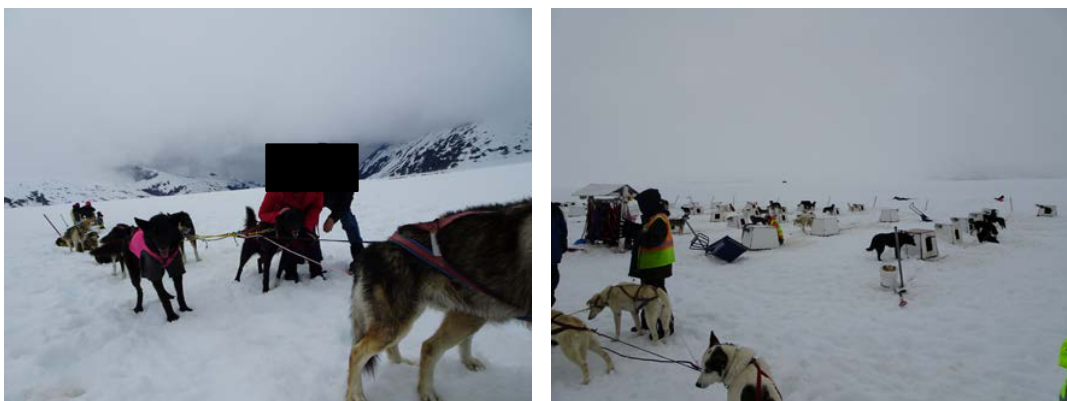
Notes and photos from the Airbus AS350B2 Helicopter crash of May 22, 2017 on the Herbert Glacier. This is in addition to the timeline also included.

After all paperwork was completed and we were outfitted with glacier boots, we were ready to be loaded into the waiting helicopter. The helicopter held seven people, three in the front seat and four in the back. The back was a very tight fit, but we managed to get all the doors closed. Barb was seated on the far left side of the front seat and I was seated behind her on the far left side of the back seat.



It was generally clear on the ride up to the dog camp and we were able to take some good pictures and video on the way. You can see that there are some clouds but overall it was a very good ride. The pilot on the way up was named Aaron.

After we arrived at the camp, Aaron left to go back to the airport and was scheduled to come back to pick us up later. We were originally supposed to be making a second stop at another glacier after we left the dog camp, but the second landing was cancelled due to the worsening weather conditions. You can see from the below pictures that the clouds were moving in. It had been raining off and on the entire time we were with the dogs. Our guide (I apologize, I can't remember his name. Pat possibly??) was very much aware of the worsening conditions and regularly made radio calls back to the airport to report the worsening conditions. We know of at least three and possibly five different weather updates that he called back to Juneau. I believe the sky behind us in the first picture is the area that we were going to be flying back through.



When our dog sled time was up, we stood and waited for our helicopter to return. As we watched, we saw the helicopter break through the clouds but then immediately turn around and head back to the airport. He had been called back for a pilot change. We were told that Aaron was more of a visual flyer but because of the worsening weather they called him back to send up a pilot who was certified to fly using just instruments. Eventually the same helicopter (207) arrived and this time the pilot was Mary. We were loaded onto the helicopter in the same seating arrangement as when we left the airport originally.

If Mary said anything about the weather it was only to the airport. None of us could hear anything come through the headsets we were wearing. As we left she took a different route than the way we arrived. She was following the curve of the canyon, presumably to have a visual guide for the way out. It appears that while she was watching the walls, she didn't watch altitude. It was a very quick crash with no rolling or tumbling. It felt and looked like the helicopter "tripped" on the front of the skids and flipped immediately onto the rotors. Thankfully the snow was slushy enough that when it landed on its top, the rotors just stopped. After hanging there for a few seconds, we realized what happened and we all started climbing out. The way we landed, I was hanging up higher than my wife, so I could look down and see her. I believe she blacked out for just a few seconds because I had to call her name a couple of times before she looked up at me. I unbuckled and dropped to the ceiling. The left side door had popped open on impact and it was enough room for me to crawl out. I helped Barb out of the wreck and then the gentleman from the dog camp (whose name I don't know if I ever got) crawled out. I believe the other ladies all went out the other side of the chopper since that door seemed to open farther.

As we were standing in the cold waiting for the guys from the dog sled camp to come get us, one of the ladies from the other ship asked Mary, the pilot, what happened. The only thing that Mary said was that "It just wouldn't get lift." She kept staring at the helicopter in what appeared to be complete disbelief.

As noted in the timeline, we were eventually loaded onto another Coastal helicopter and transported to the airport. No emergency services or vehicles were present and none were called. They got our boots from us and loaded us onto one of their vans to transport us to the hospital. The only person that spoke was Lucas. On the ride, he tried to get a general sense of what happened and asked about injuries. They drove around the hospital two times because they didn't know how to find the Emergency room. The driver stopped on circle number two so that Lucas could run in and tell them about helicopter crash victims. When he finally found the Emergency room, it was obvious that nobody was expecting us because nobody called to warn them that we were coming in. They expressed total shock and disbelief that Coastal hadn't even called an ambulance.

Because my parents were on our ship, and wouldn't have known where we or what had happened, we were trying to get out of the hospital as quickly as possible so that we wouldn't miss the boat. The doctors did a quick exam and cleared us to go. We were loaded onto the same Coastal van and driven back to the dock. When we were leaving the hospital, the ladies from the Eurodam were still waiting to be looked at.

As far as we can tell right now, we were very lucky with personal injuries. Barb apparently hit her head pretty hard on the side window. She had a small knot and a scratch on her head that we found later that night as we showered. The back of her left hand was swollen. She can explain her injuries further. My injuries were mostly confined to my left side. My left forearm near my elbow is still quite painful. My left pinky and ring finger are still sore but most of the bruising is gone. There was pain from where we were hanging from the seatbelts, but that went away after a few days. I've been going to a chiropractor for the last two years and I don't know how this might affect any progress.

Statement from **Barbara Wise**:

1. Where you specifically sat in the helicopter. **Front, left side.**
2. What you saw with the weather conditions. **Very foggy. I could not see anything from inside the helicopter cabin.**
3. Any comments the pilot made about the weather. **None**
4. Any issues you had with egressing from the helicopter after the accident. **Hanging from seatbelt, but was able to unbuckle and crawl out through door. Fuel was pouring over door opening from back of helicopter.**
5. What injuries you sustained (if applicable). **Shock. Whiplash. Very swollen and bruised left hand. Lump and scrape on left side of head. Bruised upper left thigh. Bruised left knee. Very obvious I banged into the left side of the helicopter cabin when we crashed.**

Ed H. and Barbara W. Timeline

Crash report/statement from our notes immediately after the crash:
May 22, 2017

- 3:15pm – Picked up at cruise ship dock and taken to Juneau airport where Coastal Helicopters is based.
 - signed waiver, given glacier boots for tour and shown safety video
- 4:10pm – Lift off in helicopter (#207). Pilot was Aaron, along with six passengers. Smooth ride, headed to Herbert glacier and dog sled camp
- 4:25pm – Arrived at dog sled camp. Weather was getting foggy with light showers.
- 5:40pm – Helicopter (#207) was returning to take us back to base. Pilot, Aaron turned helicopter around before getting to camp because of poor weather.
- 6:00pm – Helicopter (#207) with different pilot arrived. Weather conditions were still very poor. We were told pilot, Mary, was trained to fly in these conditions and we boarded the helicopter. I could not see anything as we were lifting off because of the thick fog.
- 6:08pm – Helicopter landing feet hit snow bank, causing helicopter to CRASH and flip over on its top. Everyone on board exited the helicopter, shocked and assessed injuries. Fuel was pouring out but somehow, no major injuries were detected. Pilot, Mary radioed Coastal Helicopters of the accident, along with the camp leaders. Everyone was getting cold.
- 6:30pm – Two gentlemen from the dog sled camp arrived on snow mobiles to assist with our return to camp (they were shocked to see the helicopter and no major injuries). They took two passengers back and would return for the rest of us. They returned with sleds attached to the snow mobiles and got us all back to camp. We were able to warm up in their small kitchen with tea.
- 6:45pm – Helicopter arrived at camp to return us to base. Pilot was Dustin (?). Weather had cleared up and we had a smooth ride back.
- 7:10pm – Arrived at Coastal Helicopters headquarters at the Juneau airport. Assistant Manager of Coastal Helicopters, Lucas, was there to meet us. He informed us that they were taking us to the hospital for injuries. We boarded one of their vans. On our way to the hospital Lucas asked for a verbal, group statement from the passengers. No papers were signed.
- 7:30pm – Arrived at Juneau hospital. Lead doctor was shocked to hear about the accident and more shocked that an ambulance was not dispatched for our arrival. Coastal Helicopters had not called 911 or reported the accident to authorities at this point.
- 8:00pm – Examination given by nurse and doctor. They checked vitals and asked about our pain level. We pointed out our shock and whiplash. We were given 800mg of ibuprofen, a couple of prescriptions for pain and muscle relaxers. We were cleared and released to return to our cruise ship.
- 8:50pm – We returned to our cruise ship via Coastal's van. After boarding the ship, we provided the medical center with copies of our hospital release papers so they were aware of the accident.

Karla A. Statement

This is my recollection of that day. The second half of our excursion was being cancelled due to weather and as we waited for the helicopters to pick us up (there was another group waiting to be picked up as well, so two helicopters were on their way), we were told that they were calling for different pilots to come pick us up who could use radar.

On the way out from the dog camp, I was seated in the front center. It was a little rainy and starting to get foggy (misty?). While in the air, I remember thinking that I could see the side of the hill we were near but I don't remember seeing the ground, so it was hard to tell how high up we were. There was some fog but I don't recall the pilot saying anything about the weather conditions. We were in the air for only a few minutes, probably less than 5, when it felt like the helicopter was starting to shake some. It seemed like it lasted about 10 seconds. I wasn't sure if something was wrong with the helicopter or if it was normal but the pilot made no comment. I figured I was just freaking myself out when suddenly I felt the helicopter flip over. It was hard to tell what was happening because everything just looked white and didn't look much different from when we were upright. Strangely, I didn't really feel an impact, so I didn't realize we were already on the ground until I saw that the pilot and the woman sitting next to me were climbing out.

The only reason I had trouble getting out was because my seat belt buckle had rolled under itself when we flipped and the buckle was pressed against my body weight as I was hanging upside down, so I couldn't get it flipped over to open the buckle. I did not have a shoulder strap that needed to be released. Once someone helped me with the seat belt, I got out easily. I noticed a little blood coming from one of the knuckles on my left ring finger but it quickly stopped once I put a little pressure on it. I only sustained a very small cut and some swelling around the knuckle, which is healing. Not sure what I hit my finger on.

Kristin A. Statement

I remember someone from the dog camp gathering us because the helicopter was coming in, it was close enough that we could hear it. At this point the "fog" was really thick and we almost completely lost site of the surrounding black mountains. Then the dog camp guy got on the radio and got back to us saying they were going to get different helicopters (at some point he said something about flying with instruments, I don't remember when exactly). He also said he had been warning them about the weather for a while but they didn't listen. They let us know that we wouldn't be doing the walk on the other glacier, which was the second part of our excursion. We waited around for a while until the two new helicopters arrived.

By the time the new helicopters landed I couldn't see the mountains at all, it was just white everywhere. I got in directly behind the pilot. The other helicopter took off first and we took off moments later. I could see them for a second once we were in the air but it was less than a minute before they disappeared from sight. I remember feeling like we were surrounded by a white bubble, you couldn't tell the sky from the ground. It was disconcerting knowing that their were black mountains close to us but you couldn't see them. I don't remember the pilot saying anything during the flight.

Less than 5 minutes into the flight I noticed that the door next to me was shuttering violently. It wasn't long after that the crash happened. I don't remember the feeling of hitting something but I remember a feeling of falling. Then confusion that the falling stopped so quickly. I was hanging upside down and all I could see were broken windows and my mom (Linda Adam) who had been sitting next to me, lying face down on the ground. Eventually the pilot helped me get out of my seatbelt. I remember I couldn't easily walk out so I lay down on my back and slid out. There was debris spread out over the snow, the sharp looking pieces we tried to pile up and get out of our way in case someone fell.

During the crash I sustained a contusion on my right shin. It initially looked like a 5-6 inch abrasion and felt like it was going to be a very bad bruise. Over the next couple of days I became extremely swollen and bruised from knee to toes. I still have some swelling and a bit of an infection. I had an additional bruise behind my left shoulder (I think from the seatbelt).

Linda A. Statement

Regarding the helicopter accident of 5/22/17: I was seated in the middle of back row of two rows, beside my daughter, Kristen. There was a complete whiteout situation when we took off, no visibility up or down, right or left. It felt like there was forward momentum at first, then like we stalled out, and the helicopter was shuddering. I felt when we hit something, and then the sensation of flipping over. I don't remember much of a falling sensation, then everything was still. I landed facedown on ground, which was actually the roof of helicopter, as it had crashed upside down. My seat belt had released at some point. I couldn't see anyone else at that point. I crawled out thru an opening, and everyone was wondering around, in shock, and checking on one another. Copter was upside down, tail broken off, Windows broken out, pieces scattered around. We waited while the pilot radioed back to dog sled camp, and they sent snow mobiles out to take us back to camp. I don't remember the pilot saying anything while we were in flight, or during crash. I sustained a broken finger on my left hand, for which I'm being referred to an orthopedic hand specialist for additional treatment.

From: [REDACTED]
To: [REDACTED]
Subject: Brief Inquiry Concerning Coastal Helicopter 207's Downfall
Date: Friday, June 16, 2017 11:05:07

In the afternoon hours (aprox. 18.00) of Monday the 22nd of May of the current year Coastal Helicopter Aircraft 207 crashed onto one of the Herbert Glacier's western wall's snowbanks, approximal to the operating Blue Kennels dog camp; the weather conditions being none other than an exhaustive whiteout with very scarce patches of clarity. I myself was aboard the aircraft on one of the back seats.

As usual, a weather report had been called in at the top of the hour (17:00) from dog camp to the Coastal Hangar, wherein the menacing weather conditions had been relayed (fog rolling up the toe of the glacier). Minutes later, dog camp manger Mr. Erik Hanson conveys a second weather update adverting the continuing trend of deteriorating weather upon the glacier, which was followed by yet a third weather update minutes later. Ironically, the hangar seemed to copy all three weather reports in an almost robotic or mechanical fashion but regardless thereof answers back transmitting an update on passenger numbers for the upcoming hours.

Thus, the rest of the day's tours not being weather cancelled yet, as one would think common sense dictates, due to the looming weather conditions, two other helicopters are sent to dog camp only to turn around and fly back to Juneau upon reaching the Herbert Glacier's terminus and perceiving the actual bad weather.

As a result, another two empty helicopters are sent to the Herbert to pick up the passengers of the previous hour, piloted by Jag and Mary(207), who land safely at dog camp but curiously enough make their ways back to the airport via different routes. Subsequently, one or two minutes after take off, the aforementioned 207 pilot, while slowly hovering amidst the ever-blending whiteness of fog and snow, and using the darker mountain patches as guidance, trips and flips the aircraft upon the snow on what ended up being a very unfortunate crash.

Immediate injuries, there were none, ...I do not know if there are post traumatical-physical consequences that may show up somewhat later; I hope not.

Heretofore the facts. The rest is a matter of sophistry and speculation.

a.j. mantilla

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: ANC17LA025 - Passenger Statement
Date: Wednesday, July 26, 2017 20:16:46

I was reporting the weather on May 22, on an hourly basis per usual. A few minutes after the hourly report, I observed a strong up glacier wind, which I reported twice. Concurrently, dog camp bound pilots were reporting the same up glacier wind and impending fog and reduced visibility. Those pilots choose to return to the airport. "Pick up" pilots Mary and Jag were mustered in short order to pick up the guest.

The whiteout was thickening while they were in flight. Both followed the landing markers into camp, picked up guests and staff, and took off. Jag did a 180, gained altitude and proceeded SE to the medial moraine, where I lost visual of him. Mary, lifted and headed slow and low NNW toward the rock wall, and then turned South and hung close the wall while proceeding South along the wall, where I lost visual recognition of 207 in fog.

Moments later I heard her call on radio, obviously shaken "...crashed in snow. No body hurt..."

I contacted her on radio for her position and status, and subsequently took off with Jimmy Liebling to assist at crash site. We arrived at the crash within perhaps 5 minutes to find all involved parties outside the aircraft, conscious and without signs of serious trauma. After assessing passengers physical state and crash site safety, we ferried the passengers back to dog camp by snow mobile. Mary remained at the crash site.

Passengers were further assessed for trauma, warmed and dried, and comforted in the camp galley.

Within the hour, two helicopters with both Coastal staff and unknown individuals arrived to pick up the involved party (6 persons) from dog camp. Weather conditions had improved by the time of their arrival. The passengers (sans AJ) all flew in one helicopter back to airport.

I was instructed not to return to the crash site.

The above is a brief factual account of the incident from my perspective. Please feel free to contact me with additional questions, comments and/or amplifications.

Regards,

Erik Hanson

Sent from my iPhone

> On Jul 13, 2017, at 17:00, Hodges Michael [REDACTED] wrote:
>
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