

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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AIR METHODS HELICOPTER ACCIDENT

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NEAR PERRYVILLE, MISSOURI,

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JULY 1, 2017

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Accident No.: CEN17LA252

Interview of: ERIN JUENGER

Via Telephone

Tuesday,
August 8, 2017

APPEARANCES:

JAMES SILLIMAN, Senior Air Safety Investigator
National Transportation Safety Board

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I N T E R V I E W

(9:10 a.m.)

MR. SILLIMAN: Yeah, hi, Erin. This is, again, Jim Silliman with the National Transportation Safety Board. And this is an interview with Erin Juenger concerning the accident with the BK 117 in Perryville, Missouri.

INTERVIEW OF ERIN JUENGER

BY MR. SILLIMAN:

Q. First of all, Erin, if you could, just -- could you give me what your job title is and what is it that you do for Air Methods?

A. I am a flight paramedic with St. Louis Children's Hospital.

Q. Oh, so you're a flight paramedic for St. Louis Children's Hospital? Okay.

A. Yes, sir.

Q. And what are your responsibilities as a flight paramedic, then?

A. Just patient care. Just taking care of pediatrics, neonates. All we deal with are children.

Q. Okay. So are you at -- sir, are you based out of the -- with the helicopter all the time, or just -- I mean, are you part of the flight crew as well, typically?

A. Yes. Well, yes we are. It's kind of a unique make-up that we have. Children's contracts their helicopters through Air Methods, and then I'm at our -- we have a remote base in Farmington, and that's where I typically work out of. So our

1 pilot is with -- you know, we have our pilot that stays with us,
2 and the aircraft also is with us on -- at that hospital in
3 Farmington.

4 Q. Okay. And are -- what is your typical patient, then? I
5 mean, do you do scene work and air helicopter transfers with other
6 people other than just children or are they just children only?

7 A. We just do children. We do also do maternal/fetal, so we
8 will pick up a mother that is expecting a child that is at high
9 risk and we'll take them to Barnes. But 99%, 95% of our clientele
10 are just kids. So anything from newborn up to the age of 18 are
11 the -- yeah, typically.

12 Q. All right, very good. And how long have you been a flying
13 crewmember with Air Methods?

14 A. Almost 10 years.

15 Q. And that has been based out of the same area in Farmington,
16 Missouri, typically?

17 A. No. Initially, we are all just at Children's, and then about
18 5 years ago or so, we branched out and started putting some bases
19 out in the community just to have a closer reach to some of the
20 other hospitals that we go to. So one of the bases is Farmington,
21 and that's the base that I took.

22 Q. Okay, very good. And have you been a crewmember with another
23 air ambulance operation, another operator than Air Methods?

24 A. No, sir.

25 Q. Okay. And how long have you been flying in the left seat of

1 the BK 117 and actually been a crewmember on board a BK 117?

2 A. Since I started. Typically, the paramedic or another
3 crewmember flying to the outside hospital will sit up front with
4 the pilot, just to assist with visuals on the left side and stuff
5 like that. And so that's typically where I sit.

6 Q. Okay.

7 A. But then after we -- go on.

8 Q. Oh, no, go ahead.

9 A. That's going to the outside hospital. Then once we get to
10 the outside hospital, then the three med crewmembers are typically
11 with the patient in the back.

12 Q. Okay. So if I understand you correctly, then when you're
13 flying to pick up the patient or to the hospital, oftentimes
14 you're in the left seat of the helicopter.

15 A. Yes, sir.

16 Q. Once the patient's on board, then you go and you're in the
17 back of the helicopter attending to the patient?

18 A. Yes, sir.

19 Q. Okay. And how long -- so for this 10 years with Air Methods
20 and 5 years since being remotely based, have you been basically
21 working in the left seat of the BK 117 for those 5 or 10 years?

22 A. Yes, sir.

23 Q. Okay. And what kind of responsibilities do you have when you
24 are in the left seat of the BK as far as assisting the pilot or,
25 you know, just doing -- you know, as far as flying the helicopter,

1 what kind of duties do you do?

2 A. Very minimal. Typically, we're up there just for that other
3 set of eyes. So, you know, to identify objects or whatever on the
4 left side of the aircraft which may be hard for the pilot to see
5 since they sit on the right. But other than that, we don't touch
6 any of the other controls. The only other thing that we can do
7 is, prior to takeoff, sometimes we can put in the coordinates of
8 the hospital that we're going to. But typically, the pilot is the
9 one that does that. We very rarely ever get to do that. So
10 mainly, we're just up there for just eyes.

11 Q. Okay. Going back to that earlier question, do you -- so it
12 doesn't sound like you do any scene work where there is an
13 accident on the, like, on the highway and stuff. You don't go to
14 the scenes, typically? That's a different -- to provide
15 assistance?

16 A. We just recently started doing scene responses, but I have
17 never done one. And our scene responses are very low because
18 typically we're already out flying. There's not a hospital or a
19 country we don't go to, so our scene responses are very minimal.
20 So typically most of our scene responses have been done by another
21 air service.

22 Q. Okay. Now have you ever flown in the left seat with Ivan
23 Thomas flying before?

24 A. Many times.

25 Q. And how many pilots are based out of that -- the base there

1 in Farmington?

2 A. Four.

3 Q. So over the -- and how long has he been based in Farmington,
4 approximately, as far as you know?

5 A. He's been there -- gosh, probably as long as we've had that
6 base.

7 Q. Okay.

8 A. Five years, somewhere around there. I'm not -- don't quote
9 me on the exact years. I'm not sure, but --

10 Q. Yes. So you've had numerous opportunities to fly with
11 Mr. Thomas, then, obviously?

12 A. Yes, sir.

13 Q. Okay. And when he was flying, you're also in the left seat,
14 then?

15 A. Yes, sir.

16 Q. Okay. Is there anything that you do differently when he's
17 flying as compared to other Air Methods pilots as far as
18 responsibilities in the left seat?

19 A. No.

20 Q. And does -- are there -- anything that he does as compared to
21 other Air Methods pilots that you would say -- you know, does he
22 -- is it similar or is it different or --

23 A. They're all very similar. Air Methods pretty much has a
24 requirement, I think, on what they -- how they have to go through,
25 like, start-up and whatever. All that is still the same. Flying-

1 wise, Duayne is probably one of the more conservative pilots that
2 Air Methods has. I mean, all of them are very conservative, but
3 Duayne is very cautious, very meticulous.

4 Q. And what kind of things does he do that would, you know,
5 indicate that he's cautious, meticulous? Can you give, you know,
6 examples of what you're talking about there?

7 A. Well, just, you know, I mean, from the get-go. I mean, he
8 studies the -- you know, even when we get the flight, he's one of
9 these that -- and I mean, I imagine all pilots are like this, but
10 you know, after this crash, reading some of the stories from other
11 pilots from around the world, Duayne was one that, if the ceiling
12 -- you know, if Air Methods has the restriction -- the FAA has a
13 restriction of a 1,000-foot ceiling or whatever, Duayne is the one
14 that, if it's 2,000 feet then he's a little more comfortable. He
15 never really pushes that envelope.

16 So just even from the get-go, when he's looking at the area
17 that we're flying to, close to the river, he's constantly looking
18 at the dew point or the whatever on the weather map, or whatever
19 they use. I'm not sure what that is. But, you know, he's
20 constantly looking at this weather map. Even throughout the day,
21 Duayne is one of these guys that is constantly looking at the
22 weather to see if it's going to change. He's constantly giving us
23 updates on -- looks like flying to the north may be questionable;
24 south looks good. That kind of stuff.

25 But then even when he takes off, when he fires up, I bet he

1 looks at those gauges 500 times. Sometimes in my head, I'm
2 thinking, why don't we just get going? But, you know, he's very
3 meticulous about his preflight check. Every flight, he's
4 constantly looking over the aircraft. That's what I mean by being
5 very meticulous. And I'm sure maybe they're supposed to do that.
6 Like I said, most pilots do. But then even when he gets in there,
7 he checks to see how everything feels. I guess, his controls,
8 like, the cyclic and the collective, whatever he has to do there.
9 If we ever get a warning light, we don't budge until that warning
10 light is fixed. Even if it's just like a door-sensitive thing or
11 whatever, Duayne, you know, shuts it down, checks what's going on
12 or whatever.

13 But then even as we're flying, you know, there's several
14 times when I asked Duayne if we could possibly increase or
15 decrease our altitude, depending on the patient. And, you know,
16 if the -- he'll give us the idea, hey, listen, I'll drop it or
17 whatever, but the turbulence is going to be pretty bad; I'd rather
18 stay up here. So we also just go off of whatever he says.
19 Instead of just giving it a try, you know, he's kind of like, hey,
20 I remember the map or whatever.

21 But then even when -- as we land, as we're approaching, you
22 know, he'll circle the helipad. If it doesn't look good or if he
23 didn't get a clear picture, he'll circle that helipad again. And
24 then, even as he's coming in, he's one of the ones that likes to
25 call out everything. So you know, on the left side, I'm

1 constantly calling out where the flag is, the wind direction. He
2 wants to know about if I see any differences in terrain or cars or
3 where the security guard is. Do they have a cot close to the pad?
4 Those kind of things. So he's very -- he wants to know everything
5 before he lands. He wants to identify everything.

6 And then I'm thinking he puts the bird down. So just in the
7 whole flight itself, he's just one of these guys that is constant
8 -- even in midflight -- and I notice most all the pilots do this;
9 they're constantly look at their gauges. But, you know, Duayne is
10 constantly checking to make sure that everything is good to go.
11 If we get any type of warning at all, Duayne will be the first one
12 to put that bird down somewhere. If it is, you know -- I guess
13 they have a severity thing or whatever, but like I said, he just
14 seems to be very meticulous about what he does.

15 Q. Okay. Very good, thank you. That's very good.

16 And kind of switching gears there a little bit, when did you
17 come on duty the day of the accident, anyway?

18 A. What time?

19 Q. Yes.

20 A. Seven o'clock. 0700.

21 Q. Okay. So you were there during the day. And was that a 24-
22 hour shift or something or --

23 A. Yes, sir.

24 Q. Okay, and --

25 A. The med crews do 24s. The pilots do 12s.

1 Q. Okay. And what did -- were you on-duty the day prior to the
2 accident, or --

3 A. No, sir.

4 Q. So you just came on duty that day? And --

5 A. Yes, sir.

6 Q. Okay. And what would -- what did you do during your day that
7 -- was there any other flights that day that you went on, or was
8 this the only one?

9 A. This was my first flight. So we start off the day checking
10 all of our equipment. There's a truck -- we have a grounds unit
11 that's there, so we check all of that, check all of our equipment.
12 And then we all go out to the helicopter and we check the med
13 equipment in the helicopters. Typically, the pilot will go out
14 with us and, if we have any questions or whatever -- I'm usually
15 the one to ask a lot of questions about the helicopter, and so a
16 lot of times I'll just kind of -- the pilot will quiz me or
17 something.

18 And it just happened to be that morning, we all went over how
19 to use the emergency exits in the helicopter. And so typically,
20 we'll just pick a task with the helicopter and the mobile unit
21 that -- and it may be something we always do every -- all the
22 time, but it's just something to just hit on and touch up again.
23 And that happened to be what we talked about that day, was
24 emergency exits and how to jettison doors and stuff like that.

25 Q. Oh, interesting.

1 A. So -- yeah, it was kind of a coincidence. So then after we
2 checked all of our equipment, we do a debriefing. Well, typically
3 we do a debriefing with the pilot before we even go out there. So
4 they tell us about the day, if there's any PR events or anything
5 that needs to be done with the aircraft that may put it out of
6 service. The pilot, they'll always ask us do we have any
7 questions, any concerns. Typically he'll ask us about our health,
8 any of us getting over colds or, you know, stuff like that.

9 And then the pilot then will tell us what the weather's like.
10 So because we don't just go to just one particular area, typically
11 that takes a little bit, you know. Well, again, that's where they
12 usually tell us, you know, right now the skies look great, we're
13 good to fly anywhere. And then, like I said, if it changes during
14 the day, the pilot will notify us: Hey, listen, guys, we're
15 getting -- seeing north, south, east, west, whatever, looks like a
16 storm's coming and we may not be able to fly there. So it just,
17 like, gives us a head's up.

18 So then after we do that, that's our downtime, as long as
19 we're not running a call. And so our -- the downtime then is our
20 time to just chill or whatever. So typically, a lot of us take
21 naps or try to get a little rest, because you don't know what your
22 day's going to be like. This particular day, since nothing was
23 going on, we ended up -- all three of us end up taking a 3-hour
24 nap, actually. And got up, and then there's always something to
25 do, whether it's on the computer, you know, training-wise or

1 whatever. And so that's the way our day was.

2 Q. Okay, great. And the pilot came on for his duty time -- what
3 was that about, at 5:00? Is that when they switch over, or --

4 A. Seven.

5 Q. 7:00, at 7 p.m.?

6 A. 1900.

7 Q. Okay. And so the pilot got there. When the new pilot comes
8 on, does he -- what's his -- how does that changeover typically
9 go, then, with -- do you have to do something to assist him with
10 the turnover?

11 A. So I'm not exactly sure what the pilots actually -- what
12 they're required to do or whatever. Typically, they talk to each
13 other, kind of like what I would do when I pass off to the next
14 engineer, or my relief. So I'm sure they talk about the aircraft.
15 I don't know. Again, maybe some kind of chat. And then, after
16 the pass-off and the day pilot has logged off and the night pilot
17 has logged into their computer, whatever they do, they typically
18 go over weights and balance, so all the -- you know, the crew and
19 whatever. And then they go out to the aircraft. And that's what
20 happened this time. Duayne just went out to the aircraft and did
21 his walkaround preflight and whatever.

22 Q. So he started his preflight. And from what I understand, the
23 call came in just about the time of the pilot changeover; is that
24 correct?

25 A. That's correct.

1 Q. And did it occur just as the -- while the pilot was -- can
2 you remember what the pilot was doing or what exact time it was
3 when they got the changeover and then they caught the call for the
4 flight?

5 A. When we got the call, when we got the call for the flight,
6 Duayne was out doing his preflight. So we waited till Duayne got
7 done with his preflight. And then -- well, I guess while Duayne
8 was out there, AirCom must have called him and said that there's a
9 flight. Duayne, I think -- and then Duayne advised them that he
10 needed to finish his preflight and then he would go in and look to
11 see if he could accept the flight, and advised that there would be
12 a delay because of this stuff.

13 So then we got notified that there'd be a delay from AirCom.
14 Even though we were literally in the same room with each other, a
15 lot of times AirCom calls us just to make sure because they don't
16 know where we're at. Duayne came in and said he got advised of a
17 flight -- we already knew that there was a flight -- but that
18 there would be a delay because he just finished the preflight of
19 the aircraft. He needed to check weather and he needed to do our
20 debriefing.

21 So Duayne said, looks good on the flight as far as the
22 weather or whatever in our debriefing, like they always do. And
23 then we loaded the aircraft and took off.

24 Q. Okay. And you're in the left seat by that time, when you
25 departed?

1 A. Yes, sir.

2 Q. And did you observe the pilot reading his checklist or going
3 through his checklist, you know, preparing the cockpit, or was
4 that something that he did --

5 A. Yes.

6 Q. Okay. So you saw him go through the checklist when you were
7 in the left seat of the aircraft?

8 A. Yes.

9 Q. Okay. Is that -- do you read the checklist to him or is that
10 something that he does on his own?

11 A. He does that on his own.

12 Q. Okay.

13 A. There's some pilots that I'll, you know, read it to or offer,
14 but at this time I was making sure -- since I'm in the left seat,
15 making sure all the -- or all the crewmembers had their headsets
16 plugged in, helmets on, seatbelts, that kind of thing. So I'm
17 kind of doing my own little check while he's doing his.

18 Q. Okay. Have there been times when, with other pilots or with
19 Duayne, where you have read the checklist while they go through
20 the -- and make sure the switches and so forth are in the right
21 places and that kind of thing?

22 A. Yeah, there are times. Sometimes I'll just ask, just because
23 I'm -- I just want to learn as much as I can about the aircraft,
24 even though I'm not a pilot.

25 Q. Okay. And on this day, you did not do that, though?

1 A. That's correct. Duayne did.

2 Q. All right. You departed to -- on the flight to Cape
3 Girardeau. Was there -- can you just describe that? Was there
4 anything unusual about the flight to Cape Girardeau?

5 A. The flight to Cape -- there was nothing unusual. And you
6 know, and that's another thing that Duayne's very meticulous on.
7 When we lift, he'll hover for a little bit just to make sure all
8 the controls are good, that I guess, his tail or wings -- or
9 whatever he does, he makes sure that he's got a good control of
10 the aircraft before we even completely go into flight. Well, till
11 we, you know, gain a lot of altitude.

12 And everything was fine during the flight. There was a
13 sterile cockpit during takeoff. Once we got into the air, we
14 usually wait for the pilot to kind of start talking, then we kind
15 of know we can kind of chat a little bit. And we just kind of had
16 some normal conversation about flying, about the weather, how
17 beautiful it was. We typically talk about the call that we're
18 going on. So we talked about this patient, and we kind of just --
19 not necessarily with Duayne, but the crewmembers, as far as what
20 we might see, what this child might present like, kind of come up
21 with our plan of how we want to treat this child.

22 And then, after we talked about that, Duayne and I -- and I
23 usually do this with the pilots anyway. It was more for me than
24 anything, but we talked about the place that we're going to and
25 different objects or obstacles we might see. St. Francis in Cape

1 is a wide open area, but I just still kind of try to remember what
2 the helipads look like; is it a rooftop helipad or is it a ground
3 helipad, those kind of things. We talked about that for a little
4 bit.

5 And then typically, I don't try to talk to the pilots too
6 much just because, you know, they're constantly having to change
7 radio frequencies or constantly -- and notify other aircrafts in
8 the air where we're at, our location. I don't want him to miss
9 -- I don't want the pilots to miss anything that AirCom might be
10 calling about, that kind of stuff. So there wasn't, I guess, a
11 lot of conversation.

12 But the aircraft was a very smooth ride. We didn't have any
13 turbulence. Then again, had -- I knew -- there weren't any
14 warning lights that I could see. I pretty much only had this one
15 master light that's right at my eye level on my seat. I think
16 it's on both sides, but it's pretty much what I look at, and it
17 never came on. And Duayne never said anything about the aircraft
18 being funny or acting weird or anything. And you know, it was a
19 smooth flight and a very smooth landing.

20 Q. Okay, very good. Thank you. And once you were at the --
21 Cape Girardeau at the St. Francis there, how long were you in the
22 hospital before you came back to the helicopter pad with the
23 patient?

24 A. Maybe 45 minutes.

25 Q. Oh, okay. And once back at the helicopter -- is that -- 45

1 minutes, is that fairly typical for that type of a flight or that
2 type of patient situation?

3 A. It is. That's what makes us unique, you know. In these
4 scene responses, you're on the ground for, you know, 10, maybe 15
5 minutes and you take off again. For us, we have to stabilize our
6 patients before we leave that hospital. But this patient was, you
7 know, actually pretty stable, so it was more of just talking with
8 the family, making sure we've answered their questions, talk with
9 the facility, wait for any type of reports or films or whatever
10 that we might need to take. So yeah, typically 30, 45 minutes on
11 a pediatric is about average. Neonates are a little bit longer.
12 The infants are longer.

13 Q. All right. Once the flight -- or the medical crew got back
14 to the helicopter pad, what did you do?

15 A. I loaded the child up -- or loaded our patient up into the
16 aircraft. So we opened up the back clamshells. Duayne was
17 already out there. He sees us coming. Duayne gets in the
18 aircraft and he turns the batteries on, just so we have -- just in
19 case we might need anything in there. Open up the clamshells.
20 Before we -- before I load the patient up, one of the nurses got
21 into the aircraft so the patient would not be alone or felt like
22 they were alone. We never want to leave our patients alone.

23 I loaded the patient up onto the left side of the -- that's
24 where our cots sit, on the left side of the aircraft in the back
25 end, patient care. I secured -- I loaded up our bags, the bags

1 that we had, secured them down with our straps, so made sure that
2 everything was secured. Just before I load the patient, I always
3 make sure that our monitor and anything on the cot is also
4 secured, O2 tank or whatever, which we didn't have this time. But
5 just made sure the monitor straps are also tight. Secured the
6 bags, made sure all the bags were secure.

7 And then I shut the clamshell doors. It has three latches.
8 I made sure, after I latched it, that the doors were flush, that
9 we didn't have one offset, that all the latches did hook. And
10 then we did our walk around the aircraft. So looked high, look
11 low, look right, look left. Looking for any fluids, any cowls
12 that might be loose. You know, really, for us, we're kind of
13 limited on aircraft knowledge, so we kind of look for the things
14 that might really be out of our way. Fuel cap not being on.
15 Those kind of things. Anything hanging that shouldn't be hanging.

16 Everything looked great. The patient was stable enough that
17 I did not have to ride in the back. So anytime we can ride in the
18 front with the pilot, we like to just -- like I said, we're the
19 other set of eyes. Both Duayne and I were -- had our NVGs
20 mounted. We did not have them -- we just mounted on our helmets.
21 I thought I could also help him with that also.

22 The other nurse got into the back. I made sure that they
23 were all secured, latched, you know, seatbelted in. And then I
24 shut her door to make sure that it shut properly. Her door shut
25 properly. It was latched. She was secure. And then I got into

1 the left cockpit. Shut my door, plugged in, buckled up. And
2 asked then -- Duayne asked if everybody was buckled in. Said yes.
3 And then Duayne went through his preflight again. Because this
4 patient was -- yeah. So then Duayne went through the preflight
5 again and then fired the aircraft up and whatever.

6 Q. Okay, so --

7 A. He also gave us another safety brief again. Again, just kind
8 of being redundant, things that Duayne likes to do. But just to
9 remind us again of, you know, the 12-point things. Where the fire
10 extinguishers are, you know, we're not going to fly over any
11 bodies of water, but -- those kind of things. It's like a safety
12 brief. And we were all ready.

13 Q. Okay. So when he -- when you got to the roof or the
14 helicopter pad, the pilot was waiting for you. And so then, if I
15 understand you correctly, he got back in the helicopter and turned
16 on the battery, and then he got -- prepared to get his, you know,
17 safety belt on and harness on and that kind of thing as well?

18 A. Correct. Well, yes, before -- as we were walking out there
19 and he sees us, that's a good time for him to do his walkaround.
20 The pilots always walk around the helicopter, and I'm sure they're
21 looking at more stuff than we are. But we basically -- there's
22 three of us that did a complete walk around the helicopter. TT,
23 the other nurse, was the only one that didn't because somebody has
24 to be in there with the patient.

25 Q. Okay. And once inside the helicopter, then, in the cockpit,

1 did you observe the pilot going through his checklist again, or is
2 that something --

3 A. Yes.

4 Q. -- that he did before? All right.

5 A. Yes.

6 Q. And the briefing that he did, is that something that is
7 typically done when you have a patient on board as well?

8 A. A lot of times, with our older patients, yes, it is. We put
9 headphones on the -- on our older patients so they can hear us
10 talk and they can talk to us and whatever. And so a lot of times
11 with those older patients, a lot of times the pilots will go over
12 a safety brief. And I think mainly it's probably intended for
13 them, but we all hear it as well. So it's just a good reminder
14 for all of us.

15 Q. Okay, very good. And how long does that take, typically?

16 A. The safety brief?

17 Q. Yeah.

18 A. It just takes a couple of minutes unless there's a question
19 that somebody might have.

20 Q. Okay. As far as the checklist, is -- did you read the
21 checklist to the pilot this time or did he go through that
22 himself?

23 A. No. He went through that himself.

24 Q. All right. Before lifting off on the flight, were you aware
25 of any caution lights on the aircraft? Could you see the caution

1 lights or anything like that?

2 A. We had -- there weren't any.

3 Q. Okay. You said you had -- oh, go ahead.

4 A. No, I said there weren't any.

5 Q. Okay. You said that you had the NVGs mounted on the helmets.
6 Was it still light out? Was it dusk or was the sun still up or --

7 A. It was -- yes, it was still dusk. We lift -- yeah. We
8 lifted probably around 8:00, so it was still too bright to use the
9 NVGs. But we always just put them on our helmets just because you
10 never know how long we're going to be at the outside hospital or
11 when conditions may change. So a lot of times, if we're close to
12 that sunset mark, we'll wear our NVGs.

13 Q. Okay. Then you take off. Could you just describe the
14 accident flight, I mean, from takeoff to impact, that you
15 remember?

16 A. Sure. Sure. So again, Duayne, once he fired the helicopter
17 up and, you know, he's doing his checks and whatever else, it
18 takes him quite a while. I bet we probably sat there 5 minutes,
19 it seemed, on the helipad, just going over different things,
20 making sure everything felt good. He took off the same way that
21 he always does, where he elevates off the pad just a little bit,
22 made sure he has good control. You can tell he's kind of feeling
23 around for stuff. But I might be using the wrong terminology.
24 I'm just kind of going off of -- because I'm not a pilot, so I
25 don't know all of the technical stuff.

1 But once he got -- and he said, everything feels good. Let's
2 go, let's go to Children's. And so we lifted. Everything was
3 fine. Once he got at a good altitude, we headed toward
4 Children's. Once we got in -- about 1500 feet or so, I'm
5 guessing, Duayne asked if we wanted to -- no, I guess -- we had
6 just talked about how beautiful the sunset was going to be. It
7 was a beautiful night to fly. You could see the sun going down.
8 There was some nice colors in the clouds.

9 Duayne asked then, shortly after that, if we wanted air, some
10 air conditioning. And so the girl said yes. Duayne flips on the
11 air conditioning, and nothing comes on. Nothing blew out or
12 anything. And so I told Duayne, I was like, that's kind of, you
13 know, weird. And Duayne's like, yeah, we're going to have that
14 looked at whenever I drop you guys off, so it's going to be a
15 little bit more of a delay. Because once I drop you off, I'm
16 going to have the mechanic look at this to see why the air
17 conditioning's not working.

18 I also remember no -- or I remember that, once he turned the
19 AC on, we typically get that master warning light that comes on,
20 and then the pilots will reset it or whatever. And that master
21 warning light never came on.

22 Duayne shut the AC off, and we continued our flight. Shortly
23 after -- well, he had just announced that -- to Perryville
24 airspace or whatever that we were in that airspace, and he gave
25 his direction, gave his location. Nobody responded on the air, or

1 on the radio. And then shortly after that, the helicopter did a
2 sharp jerk to the left. The tail jerked to the left. And I'm
3 kind of thinking to myself, man, that must be some turbulence.
4 But typically, our turbulence bounces us up and down. I never
5 really had anything go side to side like that.

6 I look over at Duayne. Duayne kind of looks over at me with
7 a, kind of, like, wow, that's kind of weird. But again, no
8 warning, no nothing. There weren't any warning lights. The
9 aircraft -- you know, it just was a quick jerk and it went back
10 and we were in flight. It didn't take us off. We didn't lose
11 altitude or anything. And then there was a short -- shortly after
12 that, all of a sudden, the engines went silent, where I -- you
13 could -- it's so loud up there, the engines. But you couldn't
14 hear the engines anymore, and all I could hear is the wind from my
15 window, the door. I had the little slide window open because the
16 AC wasn't working.

17 Duayne announces we've lost engine 1, engine 2; I'm going to
18 autorotate. I radio -- or through my headset, I tell the girls in
19 the back, make sure you're secured and your seatbelts are nice and
20 tight. Make sure the patient's seatbelts are nice and tight. And
21 secure any loose articles, any loose items that you might have.
22 And asked Jen to make sure that -- yeah, just that -- secure any
23 loose items.

24 As Duayne starts his autorotate, the aircraft nose goes up,
25 starts to go up again, and we start to roll to the right. And the

1 blades start to slow down to where I could almost follow them now.
2 And again, sterile cockpit. Nobody said anything. As soon as
3 Duayne said, lost engine 1, engine 2, about the only other person
4 talking was me, just trying to secure the back, make sure the
5 girls knew what they were doing.

6 Whatever Duayne does, he was able to get the aircraft to stop
7 the roll to the right and he got the nose to come back down. And
8 then the blade started spinning, you know, again. Now maybe they
9 were spinning the whole time, but it just seemed like they had
10 slowed down, in my opinion.

11 I tell Duayne, I said, we've got a farm -- we've got a field
12 at our 11:00. So Duayne goes, I see it; it's a good place to put
13 this aircraft down. Tell Duayne, we got tree line; I got tree
14 line at my 9:00. He says he sees it. Duayne says, I've got power
15 lines at my 2. I said, I see it. And then we basically, just
16 before impact, just before we hit the ground, was the only other
17 time I said -- I told the girls, I said, brace for impact. I had
18 -- as soon as I said that, I took my arms and crossed them across
19 my chest and held onto my shoulder harnesses.

20 We hit the ground with the skids, and then the nose hit the
21 ground and drug. And then apparently, we ripped off our right
22 skid and that's what caused us to roll on our right side, and we
23 skidded on our right side and then came to a rest. As soon as the
24 aircraft stopped, Duayne said, "Get out, get out, get out." Told
25 me three times to get out. I asked Duayne if he was trapped, if

1 he was okay. He said, "Get out. I'm fine."

2 I'm in the air. So the aircraft is on the right side. So I
3 braced myself, probably putting my feet on the, on the cockpit
4 somewhere so I could unbuckle, and I climbed out. As I climbed
5 out, Jen -- one of the nurses had already jettisoned the door,
6 using the exit, emergency exit, and advised me that TT was
7 trapped.

8 So I get out of the cockpit. I go directly to the back of
9 the patient care area. TT's talking to me. I unbuckle the
10 patient. I remove the patient from the cot. Once I stand up --
11 the nurse that had jettisoned was -- came back to the aircraft. I
12 had handed her the patient and told her to take the patient to the
13 cornfield line so it was a safe distance away from the aircraft.
14 You could smell jet fuel at this point.

15 I go back in and I lift the cot. And when I -- again, I'm
16 assuming it was the cot. TT was just trapped, I think, with her
17 legs with the cot. I was able to lift the cot off enough or
18 manipulate the cot enough that TT was able to get out. Once TT
19 was -- the other nurse got out, I went back down real quick and
20 grabbed some blankets for our patient. And then I exited the
21 aircraft and we took -- everybody exited to that corn line. And
22 I'm guessing it was probably 200 feet away from the aircraft at
23 that point.

24 I advised Lefelmyer (ph.) to call 911 and AirCom, which she
25 does. Sheriff showed up, advised that he has a medevac helicopter

1 that's coming for us. And then shortly after that, we ended up
2 with the ambulance, fire, almost a fire engine rally. We ended up
3 with a bunch of emergency vehicles at that point.

4 Q. Okay. Yeah, thank you. That was a very good description.

5 Kind of zeroing in a little bit more on the event when you
6 had the helicopter upset, could you describe again the -- where
7 you said that you had that jerk? And just -- could you kind of
8 start from there and describe that a little bit more in detail as
9 -- or just go over that, and then we'll ask more detailed
10 questions?

11 A. It's almost like somebody stood on the right side of the
12 aircraft on the tail and gave it a hard push. Like, the whole --
13 like a fish. The tail of a fish just whipped to the left and then
14 it came back.

15 Q. So which direction did the nose go? Did it go to the right
16 or did it go to the left?

17 A. It went to the right.

18 Q. So the nose went right and the tail went left?

19 A. Yes.

20 Q. Okay. All right. And any idea how many degrees that was
21 or --

22 A. I have no idea. No.

23 Q. Okay. And so there was no accompanying sound with that; it
24 just, it just happened?

25 A. Correct.

1 Q. All right.

2 A. We never had any accompanying sounds. Even whenever Duayne
3 said he lost engine 1, engine 2, started going to autorotate,
4 started going through his emergency landing procedure, we never --
5 I never saw any warning lights at all. We never got the master
6 warning light at all throughout the entire incident.

7 Q. Okay. And --

8 A. But I don't remember -- there's a panel that has, I don't
9 know, a bunch of lights on it, kind of in the center of the
10 aircraft that I'm -- like if he turns the AC on, there's some kind
11 of AC light that comes on. So I'm -- like I guess that's the
12 warning light bank or whatever. And I don't remember seeing
13 hardly -- I don't remember seeing any lights on at all. I wasn't
14 staring as much as -- at the cockpit as I was looking out to try
15 to help him identify -- you know, make sure there weren't any
16 houses around, cars, schools, that kind of thing.

17 Q. Sure. Once you got that jerk with the nose going right, tail
18 going left, did the nose come back to the center then or did it
19 stay jerked out to the right?

20 A. Yes.

21 Q. Okay. Came back to the center? And you said that you looked
22 at the pilot, the pilot looked at you. Could you describe, you
23 know -- and then -- you know, how long was that, and how long from
24 the time that it jerked until the pilot said, we lost our Number 1
25 and Number 2 engine? I mean, are we talking seconds or what?

1 A. Yeah, probably 30 seconds, something like that. We just
2 briefly looked at each other. And typically, you know, the
3 pilot'll, you know, give me a smile or something, you know, like
4 that was just some turbulence. You know, that's kind of their
5 communication. And this time I didn't get a smile from Duayne.
6 So I thought, well, it must have been something else going on.

7 But the aircraft went back to its flight. You know, we
8 stayed on our flight, our flight path. And Duayne never said
9 anything. But then, like I said, maybe 30 seconds, maybe a minute
10 -- it was very short -- is when all of a sudden both engines just
11 seemed to quit, in my opinion. We may not have some power to
12 them, but they quit. And like I said, Duayne said, lost engine 1,
13 engine 2; I'm going into autorotate -- or I'm going to autorotate.

14 Q. So the -- did the sound of the engines, did they both drop
15 off at the same time?

16 A. Yes.

17 Q. So there wasn't one engine that you could tell that the
18 engine sound decreased and then some seconds later the other one
19 decreased, and then there was no noise. It was just almost --
20 sounds like it was almost simultaneously?

21 A. It was. So soft that I could hear the wind through my little
22 window. That's all I could hear up there.

23 Q. And I would guess that, because of all the times that you've
24 been in the helicopter when it's been starting up and shutting
25 down, you know what it sounds like when one engine is not

1 operating and the other one is, and then when both engines start
2 operating and -- but, you know. So you would understand or be
3 able to distinguish between one engine shutting down and then the
4 other one still running? I mean --

5 A. Yes.

6 Q. -- you would be able to hear that in the noise, right?

7 A. Yes. They always fire one engine up first and then the
8 second one. So everybody can -- I mean, we all know what that
9 sounds like.

10 Q. Okay. And you didn't see any caution lights. Or were there
11 other sounds that you remember, other than that one -- or any
12 other sounds that you can recall?

13 A. No, and that's the other thing. You know, typically, we get
14 a female voice across our -- like an animated voice or something
15 like that that'll say, "Warning, warning, obstacle, obstacle."
16 Or, "500 feet." They always identify where we're at. And we
17 never got any of that. We never got anything through our headset
18 at all.

19 Q. Okay. And there was no -- when you -- when both engines went
20 off the line, then, and you had the -- the pilot said that both
21 engines -- how did he, how did -- do you remember what words he
22 used to describe when he lost both engines?

23 A. Just that. He said, I've lost engine 1, engine 1. Well, I
24 did forget. He said, I lost engine 1, engine 2; I'm going to
25 autorotate. And then as -- whenever he -- you know, after we got

1 -- after we nosed up and rolled a little bit to the right, he was
2 able to correct that or it corrected itself, whatever. Just
3 before we hit, Duayne goes, I've got engine 1 back. And we
4 started gaining a little altitude. And -- to the point where
5 Duayne said, I think I can make the Perryville Airport. But I was
6 getting ready to tell Duayne, since we got engine 1 back, maybe we
7 should just, you know, land here in this field. That's my thought
8 process. But as soon as he said, I've got engine 1 back, we lost
9 it completely and that's when we crashed.

10 Q. Interesting. Okay. And do you remember what altitude you
11 were flying at when this -- when the event occurred?

12 A. We were at 1600 feet.

13 Q. And that's mean sea level, so -- or is that above the ground?
14 Do you know the difference?

15 A. No. I just remember Duayne saying we were at 1600 feet. And
16 so -- I don't know if that is mean sea level or at ground. I
17 don't know. I guess probably what the altimeter's reading.

18 Q. Okay. And how many -- how long was it, do you think, before
19 -- from the time that they had the -- lost both engines to the
20 time that you landed? Any guess as far as how many seconds that
21 was?

22 A. Maybe 2 minutes? It seemed to happen pretty fast. Time kind
23 of stood still, so --

24 Q. Sure.

25 A. -- I don't really know.

1 Q. Okay. And any idea how far you traveled from the time that
2 you lost both engines and, you know, to the point where you sat
3 down in the field?

4 A. I have no idea.

5 Q. Okay. And you said that the nose came up and then you -- and
6 you could almost -- and it started rolling a little bit to the
7 right, and you said that the blades start to slow. Any idea how
8 high above the ground? Was that toward the end of the flight or,
9 you know, before you landed?

10 A. No, that was at the beginning. That was shortly after he
11 started autorotating and we were descending.

12 Q. Okay. So that happened -- so when the blades started to
13 slow, that was early on in the emergency procedure, then, that
14 that happened?

15 A. Yes. They just started to -- yeah. They didn't really start
16 to slow drastically until it started rolling to the right. They
17 were moving pretty good while we were autorotating down. It
18 wasn't till the nose came up --

19 Q. And when did the nose come up?

20 A. Shortly after autorotating. We were already in our
21 autorotate. You know, just shortly after he announced he was
22 autorotating, he put the nose down, and that's when we kind of had
23 that little nose up, roll to the right a little bit.

24 Q. Okay. So I'm trying to -- I don't want to belabor this, but
25 I'm just trying to get a better picture of this, so if you could

1 bear with me on this one. So you get the jerk. And so the jerk
2 happens, the nose goes right, the tail goes left, and you're at
3 about 1600 feet. And you said nothing else happened for about 30
4 seconds? So everything seemed normal for about another 20 or 30
5 seconds; is that about right?

6 A. Yes.

7 Q. Okay. Were there -- and then when Duayne said, I lost engine
8 1, lost -- or lost engine 1 and 2, we're going to autorotate, was
9 there -- so that happened about 30 seconds after the jerking,
10 then, right?

11 A. Yes. Well, that might have happened a little after that.
12 Thirty seconds or so after the tail jerked is when it goes silent.
13 The engines went silent. And again, that is my description of it.
14 And that's when Duayne said, I've lost engine 1, engine 2; I'm
15 going to autorotate.

16 Q. Okay. And so then he autorotates. And after he says
17 autorotates, when is it that you -- when you can start seeing the
18 blades and you feel like the blades are starting to slow? How
19 many seconds after that was it, or how long after that did that
20 happen?

21 A. I didn't see the blades start to slow until we started to
22 roll to the right.

23 Q. And when was that after the lost engine?

24 A. Another 10, 15 seconds.

25 Q. Okay. And you observed that Duayne did something that got

1 the nose back down and got the blades turning faster again,
2 evidently?

3 A. Well, I'm making the assumption. I mean, I -- somebody
4 righted that aircraft to keep it from rolling to the right and put
5 that nose back down. And he's the only one at the controls, so --

6 Q. Right. Okay. And then he continues on with the
7 autorotation. Did he -- was he saying anything to you or to the
8 other crewmembers, you know, after that point?

9 A. No. He was in full concentration mode.

10 Q. Okay. And you didn't see any -- and you're looking out --
11 looking at the fields and the tree lines and so forth trying to
12 find a good landing site at that point?

13 A. Correct.

14 Q. And you didn't see any lights on the caution panel or the
15 master caution panel in front of you?

16 A. Correct.

17 Q. Okay. Now during the flight, did you ever observe the fuel
18 gauges or look at the fuel gauges or other gauges in the aircraft?
19 Is that something that you'd typically do?

20 A. Yes.

21 Q. And do you remember anything about that on this particular
22 flight?

23 A. Yes, I always -- yes. This one, when we left Cape, the
24 gauges were -- the top gauges were reading at around, like, 110,
25 whatever that means. I don't know how to calculate the minutes up

1 and stuff. I don't know if it's 110 minutes or 110 gallons or
2 however that is, but it was around that 110 mark, I think. Around
3 there, yes. And then the bottom fuels were up. So the pilots
4 always said those are those reserve tanks. So those were both in
5 the full mark. I do check those just to -- just curious to see
6 how much fuel we burn. It's amazing -- it's always amazed me how
7 much fuel these helicopters burn through.

8 Q. Yeah. During the flight, did you happen to glance down and
9 look at those again or is that just on takeoff?

10 A. Only on takeoff.

11 Q. Okay. How about other switches in the cockpit or other
12 things while you're flying? Do you ever kind of observe where the
13 switches are or anything like that?

14 A. Well, I can't see a lot of the -- you know, when Duayne threw
15 the AC switch on, which was on his side -- it's up -- it's in the
16 roof, but it's on his side. So I can't really see a lot of those
17 switches. When that did -- when it didn't go on, he did shut off
18 that AC switch. And then all of the fuses are up there, so he did
19 feel all of those just to make sure that one of them hadn't, like,
20 popped or had blown. And none of them had blown.

21 I remember, you know, looking down, seeing our -- what do you
22 call -- is it the heading or -- the bubble that has that horizon
23 thing in it?

24 Q. Um-hum. Attitude gyro?

25 A. Okay. Yeah. And that was -- we were right at the horizon,

1 you know, right at the normal, right -- route or whatever. We
2 weren't too high, too low, whatever. And then I remember the --
3 looking at the speed indicator, and it was, I think, around like
4 130. But I think it's in knots. I think it reads in knots.

5 Q. Uh-huh. Okay.

6 A. And then, you know, I kind of do look at all the other
7 gauges, but I'm not exactly sure, like, what they all mean. But
8 like engine 1, engine 2, I can remember kind of looking over at
9 them when we first took off, just to see, you know, and they were
10 both up. So I'm like, okay, I guess they're working. They
11 weren't back to zero, and obviously things were spinning, so --
12 but as far as what a lot of gauges mean and stuff, I don't know
13 what they mean, so --

14 Q. Okay. Very good. So the engines basically go quiet at the
15 same time, and -- again, what was it that the pilot said right
16 about then?

17 A. I've lost engine 2, engine 2; I'm going to autorotate.

18 Q. Okay. Once you were on the, you know, ground, and you were
19 obviously focused on getting the other crewmembers out of the
20 aircraft and the patient out of the aircraft, do you remember
21 anything that the pilot was saying or what he was talking about to
22 you folks? Or was he saying anything at all?

23 A. Once we crashed?

24 Q. Yes. Yeah.

25 A. He asked -- he checked, asked me if everybody was all right.

1 I told him everybody got out of the aircraft. Duayne then was
2 kind of just kind of -- I mean, he just kind of, was kind of
3 looking at the aircraft, kind of walked around it. I mean, kind
4 of far away from it, but he still just kind of walked around it.
5 But wasn't much there. I actually did more of the talking just to
6 make sure he was all right, that he wasn't hurt. Realizing that I
7 could still function, I was still trying to make sure everybody
8 didn't need any assistance medically or stuff like that. And then
9 that was about it.

10 Yeah. I mean, Duayne was kind of looking at the aircraft,
11 kind of assessing, I think, the damage or maybe processing what
12 had happened. And I was, you know, busy taking care of the
13 patient and stuff.

14 Q. Sure. Do you remember if the pilot went back into the
15 aircraft for anything?

16 A. Yes.

17 Q. Okay. Did he explain what he did?

18 A. Duayne went back in. He needed to get his book, his logbook.

19 Q. Anything else or --

20 A. I think that was it.

21 Q. Okay. Do you remember when the -- when you were first on the
22 ground trying to get out --

23 MR. JUENGER: Could you shut the door? I'm on with NTSB.

24 Do what now?

25 BY MR. SILLIMAN:

1 Q. Did you remember seeing or hearing the pilot turn off any
2 switches before he got out of the helicopter, or were you aware of
3 anything that the pilot was doing, you know, immediately after
4 rolling on the ground?

5 A. He was -- I believe he did go back, I think when he got his
6 logbook or while he was in there, he did say that he was also
7 shutting off the fuel switches. Because we were dumping fuel out
8 of the belly of the aircraft. So he did shut those off.

9 Q. Okay. Do you remember who put the -- I mean, there was -- we
10 saw pictures with the fuel vent lines with sticks in them, it
11 seemed like to stop the fuel from coming out of there. Do you
12 remember who did that? Was it one of the crewmembers or the
13 pilot? Was it the fire department? Do you remember? Did you
14 notice that?

15 A. I'm sorry. What did you say?

16 Q. Yeah, do you remember who it was that put the sticks in the
17 fuel vent lines to keep it from draining on the ground? Was that
18 the pilot or was it the fire department or somebody?

19 A. Oh, that wasn't any of us.

20 Q. Okay. You don't remember that?

21 A. No. Nobody put sticks in the ground while we were there.

22 Q. No, in the, in the --

23 A. We all got in the ambulance and left the scene, so --

24 Q. Okay, very good.

25 A. -- we didn't go back to the aircraft. That must have been --

1 I don't know anything about that.

2 Hang on just a second?

3 Q. Sure.

4 A. Okay. I'm sorry.

5 Q. Yeah, that's fine. So after the accident, did you ever look
6 at where the fuel switches were or determine if -- where the fuel
7 switches were?

8 A. Just before the -- or just, yeah, I guess after he crashed,
9 the fuel switches were in the on position.

10 Q. And which fuel switches were those?

11 A. The ones for the aircraft?

12 Q. Yeah.

13 A. Yeah, whatever they switch. Just whatever switches they turn
14 on, I guess, to get fuel, those fuel switches, they were in the on
15 position.

16 Q. Okay. And you said four switches were on?

17 A. I don't know how many switches there are there.

18 Q. Okay.

19 A. But I know where -- you know, watching them fire this
20 helicopter up, just the times that I've watched them, just to
21 watch them turn those on and then they fire the helicopter up,
22 those are in the on position. I thought there was just two.
23 Maybe there's four.

24 Q. Oh, okay. And when did you see those in the on position?

25 A. Just as we -- right after the crash. Well, they were on -- I

1 mean, I remember him turning them on whenever I got in the
2 aircraft, or flipping those switches. I'm assuming they're fuel
3 switches. And then -- and they stayed on. I mean, he never
4 turned them off while I was there with him.

5 Q. All right. Let's see. Is there anything else that you can
6 think of that -- about the accident that you think might be
7 pertinent for me to ask or to be aware of?

8 A. The only other thing that the pilot, you know, had shared
9 with us that morning, I guess, was that that aircraft had just
10 come back from having some major maintenance done on it. I guess
11 it was like preventative maintenance, I'm assuming, or something.
12 And we were the first, I guess, long flight since then. That'd be
13 the only thing I could think of.

14 Q. Okay. Do you remember if the flight -- or if the helicopter
15 was used the night before? Was there a flight --

16 A. No, it was down for maintenance.

17 Q. Okay. So that was --

18 A. So at some point in the night, the pilot flew it from the
19 Farmington airport to the Parkland Hospital helipad, and it's
20 about a mile.

21 Q. Oh, okay. You don't -- I don't -- you don't know when that
22 happened, then, or do you remember when it was?

23 A. No, I don't. No. It was before my shift.

24 Q. Okay. Very good. Did the pilot say anything about the fuel
25 switches or any other thing about the helicopter while you were

1 waiting after the accident?

2 A. No.

3 Q. Okay. Did any of the other crewmembers talk about what
4 happened as far as the -- what happened in the helicopter, what
5 caused the helicopter to stop working properly?

6 A. I'm sorry. What was your question?

7 Q. What did the other crewmembers -- were they asking the pilot
8 what happened, or were they asking what happened as far as the
9 helicopter was concerned, or were they just totally focused on the
10 patient there or --

11 A. Just totally focused on the patient, yeah.

12 Q. Okay. Well, Erin, this is really helpful. Do you have any
13 questions for me, perhaps concerning the investigation or any
14 aspect that might be curious for you?

15 A. No. Do you know how long these typically take? I'm just
16 curious to find out exactly what happened.

17 Q. Yeah, sure.

18 A. Or what caused the crash.

19 Q. Well, it can take upward of a year, sometimes longer,
20 sometimes shorter.

21 A. Okay.

22 Q. We really can't tell right now how long it's going to --
23 would be certainly in the fact-finding. And we certainly want to
24 know -- you know, find out what happened. Hopefully, we'll be
25 able to do that. Of course, we're -- the preliminary report is

1 already available to the public, and eventually the factual report
2 will come out and that'll be available to the public, and also the
3 docket material associated with the accident. And then finally,
4 there will be a probable cause and brief, and perhaps safety
5 recommendations as well.

6 A. Okay. Well, very good.

7 Q. All right. Well, if something should come up where I need
8 some clarification, would it be all right to call you, or should I
9 just call --

10 A. Yeah, that's fine.

11 Q. Okay. Just, should I call you directly or call someone else,
12 or how do you want to do that?

13 TOM: This is Tom. We'd like to be present with any kind of
14 conversation. So Erin will let us know if he wants to reach out
15 to you, and we'd appreciate it if you'd let us know if you need to
16 reach out to Erin.

17 MR. SILLIMAN: Sure. Yeah, it could be that some detail
18 needs to be clarified or something like that, and I could call him
19 back and just say, Erin -- or even give him a text that I'd like
20 to ask a couple questions or something. And I'll -- and we'll
21 coordinate with you as well, then, Tom.

22 TOM: I appreciate that.

23 MR. SILLIMAN: Sure, that's no problem at all.

24 Okay, well, very good. Well, then I think that concludes our
25 conversation for today. As I said, I'll get this digital

1 recording transcribed and then we'll get this to you. And it
2 could take upward of 2 or 3 weeks before the transcription is
3 available, but we'll get a copy to you as soon as we can.

4 MR. JUENGER: Okay, thank you. Sounds good.

5 MR. SILLIMAN: Well, thank you very much.

6 TOM: Thank you very much.

7 MR. SILLIMAN: Thank you, Tom. And I guess we'll talk later
8 then, but I sure appreciate the help, Tom -- Erin and Tom. Thank
9 you.

10 MR. JUENGER: All right. Thank you.

11 MR. SILLIMAN: Goodbye, then.

12 MR. JUENGER: Bye-bye.

13 TOM: Yeah, bye-bye.

14 (Whereupon, the interview was concluded.)
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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 HELICOPTER ACCIDENT
NEAR PERRYVILLE, MISSOURI
JULY 1, 2017
Interview of Erin Juenger

ACCIDENT NO.: CEN17LA252

PLACE: Via Telephone

DATE: August 8, 2017

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.



Eileen Gonzalez
Transcriber