

Hicks Ralph

From: Plantz, Jeff [WHQFS] <[REDACTED]>
Sent: Wednesday, November 28, 2012 11:42 AM
To: Hicks Ralph
Subject: NTSB Request for Itinerary Information to Support ERA12FA572
Attachments: DOC.PDF; DOC.PDF

Hello Ralph:

Here's United's response to your letter dated November 21, 2012 requesting UA support on ERA12FA572 NTSB investigation. In that letter you requested:

1. NTSB QUESTION: The actual date and time of departure and arrival for each flight that Mr. Wendel was passenger (in local time).

UA RESPONSE:

Flight 1551-20Sep12 EWR-DEN
EWR "out/off" times - Skd Out=6:43AM Actual Out=6:36AM Actual
Off=6:53AM
DEN "on/in" times - Skd In=9:03AM Actual On=8:43AM Actual
In=8:54AM

Page 5 and 6 of the first attachment is the passenger name record for the flight. Page 5, third column last entry shows passenger check-in was 0928 UTC (0528 EDT) and passenger boarding (lift) time 1013 UTC (0613 EDT) .

We do not have information concerning the ZRH-EWR flight. It would appear the passenger booked a ZRH-EWR with Swiss, then contacted United to book EWR-DEN. We do not believe United would know and was not involved with the ZRH-EWR leg. You might want to contact Swiss for information.

There was no delay associated with this flight segment.

2. NTSB QUESTION: The seat number and class of service for each flight.

UA RESPONSE:

Seat was 12A and Economy Plus Class. The second attachment is the seating map for this airplane.

Economy class would have been offered boxes for purchase and beverage service as well as continued water service throughout the flight.

3. NTSB QUESTION: The type of equipment for each flight.

UNITED RESPONSE:

Flight 1551-20Sep12 EWR-DEN equipment type was a B737-900 with registry, N57439.

-ADDITIONAL INFORMATION IN RESPONSE TO YOUR EMAIL DISCUSSIONS: -

4. Ticketing - Concerning Two UA Tickets Issued to Mr. Wendel

UNITED RESPONSE:

United issues a ticket for excess baggage. See the first attachment page 7 and 8.

Economy Plus - 01629269884653 - This is the passenger ticket First Checked - 01626079122555 - This is excess baggage ticket

5. Manifest

UNITED RESPONSE:

The first attachment pages 1-4 is the flight's passenger manifest with names redacted except for the Mr. Wendel. This to give you an idea as to passenger distribution on the airplane should you wish to map.

6. REQUEST FROM UNITED TO THE NTSB CONCERNING FATIGUE STUDY .

We are interested in your procedures for developing a fatigue study.

Can you provide us background information and guidance given to NTSB investigators on how such a study is to be conducted?

Please confirm receipt of this information and continue to use me as your contact at UA if you request additional information.

Sincerely,

Jeff Plantz

Lead Investigator - Flight Safety

United, [REDACTED] WHQFS, Chicago, IL Tel [REDACTED] / Mobile [REDACTED] / [REDACTED] Fax.

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-----Original Message-----

From: Hicks Ralph [mailto:ralph.hicks@ntsb.gov]
Sent: Monday, November 26, 2012 7:02 PM
To: Plantz, Jeff [WHQFS]
Subject: RE: NTSB Request for Itinerary Information to Support
ERA12FA572

Thanks Jeff.

I appreciate this.

Attached is Mr. Wendel's Visa statement showing the transaction with Swiss. The other information was for the UA flight (provided earlier in my email string below). Maybe this will help.

Thanks,

Ralph

From: Plantz, Jeff [WHQFS] [mailto: [REDACTED]]
Sent: Mon 11/26/2012 3:51 PM
To: Hicks Ralph
Subject: RE: NTSB Request for Itinerary Information to Support
ERA12FA572

Hello Ralph:

I've obtained the passenger's name record which contains all correspondence related to his ticketing. It's under a new reservation system which we acquired from the Continental merger so I need to get some interpretation to make sure I'm reading it properly.

The passenger name record we received only showed the EWR-DEN segment.
We see no information in his records concerning the ZRH-EWR segment.

Do you have any evidence to indicate he used United to book both segments or used Swiss to book both segments? The EWR-DEN segment should've had some reference to the previous segment if they were booked together.

In any event, we will have the EWR-DEN information coming to you in the next day or so. I need to get with Operations Analysis to get the official out/off and on/in times and equipment type. This will allow me to give you a seat map of the airplane.

Thanks,

Jeff Plantz
Lead Investigator - Flight Safety
United, [REDACTED] WHQFS, Chicago, IL Tel. [REDACTED] Mobile
[REDACTED] Fax. [REDACTED]