



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: July 13, 2019
Person Contacted: Richard James Volosen
NTSB Accident Number: ERA19FA210

Narrative:

Mr. Richard Volosen was contacted by phone on July 10, 2019, at 1007 EDT. He was called at [REDACTED]. He provided an e-mail address of [REDACTED]. Also present on the phone call was FAA inspector Patrick Lusch, and Captain Delvin Major of the Bahamas Aircraft Accident Investigation Department.

At the beginning of the interview he was advised that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. He was also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation; he agreed to the interview without representation.

He indicated that he is the Chief Pilot for Challenger Management LLC. His pilot certificate number is [REDACTED]. He holds an airline transport pilot certificate with airplane multi-engine land and sea ratings. He also holds a commercial pilot certificate with airplane single engine land and sea ratings, and rotorcraft ratings. They operate N760CC, N762CC, N73FE, N208KP, and the accident helicopter. All aircraft occupy the same hangar at PBI. They are 5 pilots for the fixed wing aircraft.

Mr. Jude flew the Cessna 208 and the helicopter, but did not fly the jets. He indicated that a pilot proficiency examiner (PPE) from Fort Lauderdale, FL, did their proficiency training, but he was killed last year in a midair collision. He indicated that Mr. Jude was checked out in the helicopter and he maintained his currency. He trained at a facility in PA. Since he does not control the helicopter portion, he does not have any training records or pilot records for either pilot. He suggested I contact Stephanie Di Petro at [REDACTED] who was the secretary to Mr. Cline to see if she can find the pilot's or training records. He added that he had never rode in the accident helicopter.

Mr. Jude was employed by Mr. Cline as a confidant. Operational control of the helicopter rests with Mr. Jude, who coordinated maintenance with Randy Coleman who can be reached at [REDACTED]

Mr. Volosen was asked if he had any firsthand information about the flights on 7/3 or the accident flight. He indicated that he had no knowledge of them. In fact he indicated that he had not interacted with Mr. Cline or seen him since bringing him back from Canada on June 27, 2019; the flight was from CYET to KPBI.

Mr. Volosen indicated that Mr. Painter owned Cloud 9, which was a helicopter training facility at F45 Airport. Mr. Painter also trained at PA. Mr. Volosen knew him vaguely, reporting he flew for the Royal Air Force, flying the English Electric Lightning. Mr. Painter was a contract employee and paid a daily rate when flying, while Mr. Jude was a salaried employee. Mr. Jude had worked for Mr. Cline “forever.” He reported that “Mr Painter had much more Experience and more Flight time than Mr. Jude, [however] Mr Jude had more time in the accident [helicopter] than Mr Painter.

The float equipped Cessna 208 was used to fly to Big Grand Cay, Abaco, Bahamas. Mr. Ryan Hoffdahl was a fixed wing pilot only which including flying their Jets.

He confirmed that he only has training records for the fixed wing pilots.

He was asked about the concrete pad at Big Grand Cay, Abaco, Bahamas, and he indicated that he had no idea that it existed.

He was asked when he last saw Mr. Jude. He indicated that he was not sure but thought it was about 6 weeks ago. He was also asked the same question about Mr. Painter and he responded that he was on their airplane to Colorado about 1 year ago. He was asked the health about both and found both were healthy.

Finally, he was asked about maintenance, and how well the aircraft are maintained. He advised that on the fixed wing side of the house they don’t skimp on maintenance.

The digest was e-mailed to him for review on July 13, 2019. He replied on July 17, 2019, at 1718 EDT with comments were incorporated into the narrative. The corrected digest was e-mailed to him on July 19, 2019.



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: July 13, 2019
Person Contacted: Robert Hogan
NTSB Accident Number: ERA19FA210

Narrative:

Mr. Robert Hogan was contacted by phone on July 10, 2019, at 1038 EDT. He was called at [REDACTED]. He provided an e-mail address of [REDACTED]. Also present on the phone call was FAA inspector Patrick Lusch, and Captain Delvin Major of the Bahamas Aircraft Accident Investigation Department.

At the beginning of the call he was advised that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. He was also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation; he agreed to the interview without representation.

He is a U.S. citizen only. He also has a phone number of [REDACTED]. He provided an address of [REDACTED] Beckley, WV [REDACTED].

He is not a pilot and has mechanical experience but not on aircraft. He has been employed by Mr. Cline on and off for 38 years, and friends about 38 years. He does not have an official title, and he worked for Mr. Cline to develop properties on Big Grand Cay, Abaco, Bahamas. He lives on Big Grand Cay, Abaco, Bahamas, near the concrete pad. He reported the island is about 2 miles long.

He indicated that they were preparing for a 4th of July celebration for about 15-20 people, or just a few more, who were getting into Big Grand Cay, Abaco, Bahamas, by helicopter, fishing yacht, seaplane, or their company helicopter.

He provided the following timeline:

July 2, 2019 –

Mr. Cline and his interior designer were flown in the company float equipped Cessna 208 into Big Grand Cay, Abaco, Bahamas, to preview the beach bungalows, and walk through them. They discussed bedspreads, lighting, and landscaping. They also talked about renovation to the main house and had dinner.

July 3, 2019 –

The Cessna 208 with Mr. Cline's son and his son's friends came back to Big Grand Cay, Abaco, Bahamas, dropped them off, and took the interior designer to KBPI (Ryan Hoffdahl) was the pilot. Later that day the company helicopter arrived to Big Grand Cay, Abaco, Bahamas, about 1400 to 1500, with 3 people. Mr. Jude was the pilot. Mr. Jude and Hogan talked, and Mr. Jude flew to PBI later.

The beach was set up for the celebration, and people were playing chess, riding seadoos, and playing music. They had dinner and Mr. Hogan was present with everyone until 2300. Shortly after that time, the host came up to him and said there was a problem, 2 young adults were sick (Mr. Cline's daughter and one of her friends), and Mr. Jude was on his way to Big Grand Cay, Abaco, Bahamas. Mr. Hogan went to the pool house, and the young adults were there. The sick persons were kept warm and comfortable. Mr. Jude called him at 2331 hours local and advised he was returning to the island, and that he needed lights to illuminate the concrete pad. They did not talk any during the return flight. Mr. Hogan arranged to have 2 golf carts with flood lights and pointed them so they would not distract the pilot. He reported that Mr. Jude had flown into that same pad hundreds of times.

July 4, 2019 –

At 0128 and then at 0154, he called the Chief Executive Officer (CEO) but there was no answer. He also called 911 at 0157, on his US cellular phone not realizing at the time that he was in the Bahamas.

Mr. Jude landed between 0130 and 0145 and remained on the ground with the engines running. He smiled and waved to him. Three of the five passengers were able to get into the helicopter on their own. He had to physically carry/load the 2 sick/ill young adults into the helicopter and strapped them in using the 4-point restraint. He also made sure the other occupants were strapped in, but added that Mr. Cline, who was in the last row right side behind the pilot, briefly got out of his seat to get his puppy. Therefore, he was not sure if Mr. Cline was strapped in. He hugged Mr. Cline and told him that he loved him and that they would be at KFLI in 30-40 minutes, and asked him to wait 5 minutes because he wanted to go along and he needed to get his passport. He told him there would be medical help waiting at KFLI.

The helicopter lifted from the concrete pad about 0150 and turned right (normal) flying to the west end of the island towards KFLI. During the takeoff the helicopter climbed to between 3 to 4 stories, and accelerated nose down, and came over the road to KFLI (adding later that the accident site location was 180° from the normal flight path to KFLI).

He went to the pool house and talked with Mr. Cline's son to get medical contact information. He then went to the main house and called the U.S. Coast Guard from the house phone between 0200 and 0205, telling them there was a medical emergency and the helicopter was inbound to KFULL. He gave a female Lt. the registration information for the helicopter and other pertinent information and requested 2 ambulances meet the flight. The Lt. asked what the medical condition was, and he said he was not sure.

At an unknown time, George Russell said he heard the helicopter inbound over Little Grand Cay, and saw the takeoff which was normal, then saw the lights moving funny and the lights went out and he heard the impact. Six other people were on a dock with him.

He called the U.S. Coast Guard again, and in turn the Air Force Rescue Coordination Center (AFRCC) called him.

The morning of the 4th, he called the pilot Mr. Jude to check on the status of the ill girls and could not get in contact with him. He also called personnel at KPBI to check the hangar and also called to a nearby airport (F45). He called the Chief Pilot (Rick Volosen), and Rick said they didn't get a call from the ELT beacon. He advised that the helicopter was equipped with 2 beacons, 1 life raft. Some local personnel came by and told him that they had heard the helicopter had crashed on the "back side" of the Island. He, Mr. Cline's chef (Matt), David Graham, and Christine Drake (Mr. Cline's Party Planner) got in a fishing boat with a local captain and departed about 1300, making their way to where the person thought the helicopter had crashed. They observed oil/fuel on the water and spotted the wreckage with the wheels of the helicopter still extended, which was odd to him because when Mr. Jude would depart and was in translational lift, he would retract the gear. Based on that he believed something must have happened quickly. A person in the boat dove on the helicopter and observed all the occupants. The police were called, and 2 officers responded. They asked the police about protocol and was advised to recover the occupants, which was about 12 hours after the accident. The bodies were put in the boat he was in, and then transported to the doc's clinic, where police were waiting. A defense boat bagged the bodies, put them on the police boat, and transported them to Freeport. They were eventually taken to Nassau, N.P. Bahamas.

July 5, 2019 –

Search and rescue people showed up and began wreckage recovery operations.

July 7, 2019 –

A search for the missing tail rotor was initiated and it was located the same day.

Mr. Hogan was asked about the illness and reported he was not sure of the reason, but they were groggy and unresponsive, but their heart was "still beating." He indicated that Mr. Cline asked him what he thought about flying them to the U.S. and Mr. Hogan responded that it was better to err on the side of safety. They planned to have medical professionals standing by to meet the flight at KFULL. That airport was decided because it was close, and U.S. Customs were open.

Mr. Hogan was also asked about the typical departure direction and he reported it was dependent on the wind direction, and whether there were any nearby storms.

He reported that Jeremy Curry and Brooks went out on a boat on their own trying to find the wreckage.

Mr. Hogan added that the people that reportedly heard the accident called Big Grand Cay, Abaco, Bahamas, about 0800 to 0900, but he did not speak with them.

Follow-up Questions:

Captain Delvin Major

Was there contact with Customs on the inbound or outbound legs?

Were the unresponsive young adults strapped in? Yes, all 4 girls were strapped in using the 4-point harness

How were they taken to the helicopter? By golf cart

Did you smell alcohol on the 2 unresponsive young adults? He was not sure

NTSB

If he had to help load the 2 young adults and was in close proximity to them, did he smell alcohol? He does not recall

When you loaded the passengers what direction was the helicopter facing? ESE or down the Island towards Double Breast.

FAA

Has he flown in the helicopter? Yes, multiple times. Was it equipped with a life raft? He did not recall. Rick the Chief Pilot reported that it was equipped with 3 EPIRBs, 2 in the life raft.

What was the dimension of the concrete pad? 40 ft by 40 ft It was about 2 years old. He was involved in the construction of it. It did not have any lighting or markings. They were planning to put in solar panels for lights but that had not started yet.

Captain Delvin Major

Did the concrete pad have Bahamas CAA approval? No

Was the concrete pad the old helipad location? No. The old helipad was President Nixon's asphalt. Mr. Cline wanted the new one moved to the high point of the Island.

The conversation concluded by NTSB asking Mr. Hogan to make a written timeline very soon before memory and details begin to fade.

The digest was e-mailed to him for review on July 13, 2019. He was again e-mailed the digest on August 20, 2019. He did not reply to either e-mail.



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: July 13, 2019
Person Contacted: Ryan Hoffdahl
NTSB Accident Number: ERA19FA210

Narrative:

Mr. Ryan Hoffdahl was contacted by phone on July 10, 2019, at 1217 EDT. He was called at [REDACTED]. He provided an e-mail address of [REDACTED]. Also present on the phone call was FAA inspector Patrick Lusch, and Captain Delvin Major of the Bahamas Aircraft Accident Investigation Department.

At the beginning of the call he was advised that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. He was also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation; he agreed to the interview without representation.

He provided an address of [REDACTED] Jupiter, FL [REDACTED]. His pilot certificate number is [REDACTED]. He holds an airline transport pilot certificate (fixed wing only), and has about 11,000 hours total time.

He is employed by Challenger Management. He began there in February 2006, but between 2015 and September 2017, he took a hiatus. He began working for that company again in September 2017. He was asked why he left and he reported it was because of the way the company conducted business. For example, he did not have official time off, adding that he was on-call "a lot." He continued by saying that for the most part he was on-call 24/7. He flew the companies Embraer Phenom 300, Embraer Legacy 500, and the float equipped Cessna 208.

He provided the following timeline:

July 1, 2019 –

He had planned to fly workers to Big Grand Cay, Abaco, Bahamas, but the trip did not occur because he believed the personnel who planned to go changed their plans.

July 3, 2019 –

About 1015, he departed Palm Beach International Airport (PBI) at 1015 hours local and he flew 4 people in the Cessna 208 to Big Grand Cay, Abaco, Bahamas, arriving there about 1100. He stayed until 1430, then brought back 4 employees. When he departed Big Grand Cay, Abaco, Bahamas, the accident helicopter was still at Big Grand Cay, Abaco, Bahamas.

July 4, 2019 –

At 1415 hours local, he received a call from JR Henshaw who was on Big Grand Cay, Abaco, Bahamas, and was worried that the helicopter had not arrived; this was the first call that anything was wrong. Mr. Henshaw asked him if he had a contact for the Fort Lauderdale/Hollywood International Airport (FLL) air traffic control tower. At 1416, he called U.S. Customs and Border Protection at FLL to see if the helicopter had cleared customs and was told no. At 1429 hours local, he called 800 WX Brief (992-7433) and discussed the overdue flight.

At an unknown time he made his way to PBI to get the Cessna 208 ready. He indicated that Mr. Cline's son had obtained a flight to PBI.

Between 1600 and 1615, he departed PBI in the Cessna 208 to the search area. He searched a direct line from FLL to Big Grand Cay, Abaco, Bahamas. He never spotted the wreckage, and was mostly flying over deep water, near the tip of Freeport. Another person Tracy Shane Gross was on-board.

He was asked if he had any knowledge of the accident pilots. He reported that Mr. Painter worked directly with Mr. Jude. He (Mr. Hoffdahl) had no interaction with Mr. Jude about the flight from PBI to Big Grand Cay, Abaco, Bahamas, at 0057 on July 4, 2019. His last conversation with Mr. Jude was on July 3, 2019. On July 4, 2019, Mr. Jude planned to fly friends of Mr. Cline in the company Cessna 208 to Big Grand Cay, Abaco, Bahamas.

Follow-up Questions –

FAA – Have you flown with Mr. Jude. Yes, many times in the Cessna 208 He was very professional. He had also flown in the helicopter with Mr. Jude. He had never flown with Mr. Painter. He added that while in the cockpit Mr. Jude was always professional.

He was asked about life rafts and vests. He reported that the helicopter was equipped with a 12 person life raft that was red in color and was stored in the middle of the cabin under seats.

NTSB –

- He was asked about flying fatigued and company pressure to fly while fatigued. He indicated that he had never been pressured by the company to fly fatigued, and that

operational control of the helicopter was totally separate from the fixed wing operations. He added that he had never been pressured to make a flight if he was fatigued.

- He was asked how the company handles maintenance discrepancies. He indicated that the aircraft are well maintained.
- He was asked how discrepancies are logged and whether pilots were told not to make written entries – He indicated that a discrepancy can be put on the Flight Log paperwork, or told to maintenance.

FAA Follow-up

- Do you have any thoughts about the accident? He was concerned about no moon and the lack of ground reference lights.

The digest was e-mailed to him for review on July 13, 2019. He replied on July 13, 2019, at 1702 EDT with comments that were incorporated into the narrative. The corrected digest was e-mailed to him for review on July 16, 2019. He called on July 17, 2019, at 1026 EDT and advised that the corrected digest was correct. During that call he was advised that I would be changing 1 word because of improper tense. The corrected digest was e-mailed to him on July 17, 2019.



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: July 13, 2019
Person Contacted: Jeremy Curry
NTSB Accident Number: ERA19FA210

Narrative:

Mr. Jeremy Curry was contacted by phone on July 10, 2019, at 1601 EDT. He was called at [REDACTED]. He provided an e-mail address of [REDACTED]. Also present on the phone call was FAA inspector Patrick Lusch, and Captain Delvin Major of the Bahamas Aircraft Accident Investigation Department.

He indicated that on the date and time of the accident, he was on a dock of Rosie's looking east. His approximate location was later determined to be 27°13'08.80" north latitude and - 078°19'28.93" west longitude, or about 1.6 nautical miles and 223° from the wreckage location. He was looking to the east and heard the helicopter fly over his position in an easterly direction, then it became quiet. A couple (2) minutes later, he heard a sound of start up, and watched it. The sound became louder, and he saw lights of the helicopter climbing. When the helicopter was between 40 and 50 feet while over the Island, he saw blue and white lights spinning to the left which he characterized as not being too fast, but wasn't slow, at a rate of about 1-2 seconds between rotations while descending; describing that it spun to the left 3 to 4 times. The helicopter began descending and he heard a "whoosh whoosh whoosh" sound, then lost sight of the helicopter. He heard the sound of impact. He also indicated that the engines sounded good, or they didn't sound "off."

After hearing the impact, he immediately called to the caregiver of Big Grand Cay, Abaco, Bahamas, and spoke with a female whose name he did not recall. He described to her what he had seen and heard, including the thought that he heard an impact. The person with whom he spoke with advised they had an emergency and the helicopter was needed to fly someone away. She replied that the helicopter would have went that way to avoid waking up neighbors. He coordinated with Mr. Brooks McIntosh, and went out on his boat equipped with spotlights between 0205 and 0207 hours to the area where he thought the helicopter had crashed.

(northeast of his position), but was not able to locate the wreckage. He called back to the caregiver at 0400, and was told the helicopter would have made it back already.

At the time of the accident he reported there was no moon.

On July 4th, he went back to where he thought the helicopter had crashed and located it between 1600 and 1700.

The digest was e-mailed to him for review on July 13, 2019. He replied the same day at 1734 EDT, that information was incorrect. On July 16, 2019, at 1250 EDT during a conference call with Mr. Curry and Captain Delvin Major of the Bahamas Air Accident Investigation Department, the suggested changes were incorporated into the narrative and highlighted for his review. The corrected digest was e-mailed to him for review on July 16, 2019. He did not reply.



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: July 19, 2019
Person Contacted: Tiffany Melton Jezek
NTSB Accident Number: ERA19FA210

Narrative:

Ms. Tiffany Melton Jezek was contacted by phone on July 18, 2019, at 1424 EDT. She was called as part of a conference call about 1418 EDT, at [REDACTED]. Also on the call was FAA Air Accident Investigator Patrick Lusch. She provided an e-mail address of [REDACTED].

At the beginning of the interview she was advised that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. She was also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation; she agreed to the interview without representation.

She provided a home address of [REDACTED] Jupiter, Florida [REDACTED]. She is not a pilot and has no mechanical experience. She has been an emergency room nurse for about 5 years. She was a friend of Mr. Chris Cline, and advised that she flew over to Big Grand Cay, Abaco, Bahamas, on July 3rd, and planned to return on July 5th. She provided the following timeline of events:

July 3, 2019 –

She left Palm Beach International Airport (PBI), West Palm Beach, Florida, in the accident helicopter about 1400 hours local and was flown to Mr. Cline's island Big Grand Cay, Abaco, Bahamas, reporting the flight was uneventful arriving about 45 minutes later.¹

¹ A picture provided by her taken from an iPhone XS at 1426:30 depicted the accident helicopter on a ramp with both flightcrew doors open, the left passenger door open, a male individual with a baseball cap partially in the helicopter at the co-pilot seat, and 3 females by the left passenger door. Air traffic control data depicted the helicopter departed PBI about 1435. Bahamas Customs paperwork indicated that the flight landed Walker's Cay at 1548, and there were 9 passengers, which included Jaime Snarski.

The helicopter was flown by Mr. Jude who was wearing a salmon colored short sleeve shirt depicted in image "IMG-7645" that was taken at 1354:13. Also on-board the helicopter was Cleve Mash (a friend of hers), Kameron Cline, Jillian Clark, Delaney Wykle, and Alex (Tanner) Cline's friends. After landing on Big Grand Cay, Abaco, Bahamas, they unloaded their items and began touring the Cay (Island). During the flight Kameron Cline and Jillian Clark were fine and weren't drinking. She and Jaime Snarski (JT) who is an emergency room doctor went to their private bungalow.

During the day people were hanging out at the main gathering area (kitchen, pool area, TV's area) and were playing shuffleboard. While in the main area she was talking with Kameron Cline and during that conversation Kameron was telling her about concerts. She (Ms. Jezek) did not detect anything abnormal regarding her speech pattern. She had also talked with Delaney Wykle who had just passed her nursing boards. About 1 hour before the helicopter actually departed for the accident flight, Ms. Wykle told her that Jillian Clark who was in the main area was sick and was not feeling well. She, Ms. Wykle who was "very alert", and Dr. Snarski went to attend to Jillian. Ms. Clark was placed on her side because she was vomiting and drowsy. While holding Ms. Clark she asked aloud if anyone knew if she had taken any drugs and the collective answer was they did not know, or no. While there, Ms. Clark vomited on her reporting there wasn't an "overwhelming smell of alcohol" about her.

Ms. Jezek reported that only minutes after speaking to Kameron, she quickly became ill adding that it happened so fast. Her symptoms included feeling nauseated, vomiting, and being drowsy. She too was put on her side because she was vomiting. During that conversation just minutes before becoming ill, Ms. Jezek did not detect any slurred speech of Ms. Cline. Dr. Snarski also attended to Ms. Cline. She was asked during the phone call for the number of Dr. Snarski and she advised she would provide it.

At that point Mr. Cline became concerned and wanted to get the 2 young adults to the United States for medical treatment. She was not sure of what arrangements were made to get the helicopter to respond to the Bahamas. She was asked if there was any discussion or conversation about having the 2 sick individuals checked out using local resources (medical personnel) and she indicated she did not think so. Mr. Cline wanted to "do the right thing."

She did not know when the helicopter landed on Big Grand Cay, Abaco, Bahamas, because she was at her bungalow changing clothes because she was vomited on. When she returned to the main area the helicopter had already landed. She was asked how either Ms. Cline or Ms. Clark boarded the helicopter and she reported she was not sure how Ms. Cline boarded, but advised Ms. Clark was helped into the helicopter. Of the 2 young adults who were ill (Ms. Cline and Ms. Clark), in her opinion Ms. Clark was less responsive. She did not know how much alcohol she consumed or what made her ill, but added, "she was pretty out of it."

Ms. Jezek was in a golf cart and because of the sound, she could not hear what coordination was taking place regarding the flight. While at the helicopter entrance she said goodbye to Mr. Cline. At some point after he boarded the helicopter, he left it to get his dog, then got back in. While

she was there, she took a short video clip and provided that to FAA, who in turn provided to NTSB.² The helicopter was on the ground about 10 to 15 minutes before departing.

Ms. Wykle who was a nurse and friend wanted to go on the helicopter and offer assistance during the flight.

Because she did not want to have sand/dirt or debris from the rotor wash contact her, she left the area and did not witness the departure.

She was asked if she recalled the light conditions where the helicopter was at. She did not recall, but stated there were golf carts nearby, and nearby houses with lighting adding that Mr. Cline had put electricity on the island. She did not recall if there was any moon, but the weather was clear, there was no rain or lightning, and she does not recall if there was any wind, but it did not strike her as being windy.

Sometime in the morning of July 4th, another individual (Juliette) had become sick and was in her own room. She was asked during the phone call for the number of Juliette and she advised she would provide it.

Ms. Jezek was asked what type of food was available and she responded pizza with pepperoni, and salad.

On July 4th somebody found out that the helicopter did not land and around 1400 hours she became concerned. Mr. Alex (Tanner) Cline wanted to be a part of the search for the helicopter. About 1700 hours on July 4th, some people went out in a boat, and the wreckage was found.

She was asked if because of her emergency room experience and being in close proximity to the sick girls she had formed an opinion, and she indicated no. She wanted to know what the toxicology results were. She reiterated that Ms. Cline became ill very quickly. She was asked if either individual were given any medication by her and she advised she did not.

The digest was e-mailed to her for review on July 19, 2019. She replied on July 23, 2019, at 0232 EDT with, "Mr. Monville, Thank you for allowing me time to read over your notes. All appears correct at this time."

² The video clip labeled IMG-8410.MOV which was 4 about seconds in length depicted the right side of the helicopter with the engines operating and the main rotor turning. The right and upper position lights were steady illuminated, the anti-collision light was flashing, and the right side of the helicopter was illuminated by a white light. No other lights around the helicopter were noted.



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: August 14, 2019
Person Contacted: Shane Adam Lerner
NTSB Accident Number: ERA19FA210

Narrative:

Mr. Shane Adam Lerner was contacted by conference call through the NTSB's Response Operation Center on August 9, 2019, at 1500 EDT. The number used was [REDACTED] and the Passcode was [REDACTED]. Also present on the call were NTSB employees Dr. Dajuan Sevillian, and Dr. Sathya Silva. He provided an e-mail address of [REDACTED].

At the beginning of the interview he was advised that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. He was also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation; he agreed to the interview without representation.

Mr. Lerner was advised that the NTSB Preliminary Report was already published and the NTSB public docket would be available in 12 to 18 months.

He provided a home address of [REDACTED] Bellaire, Texas [REDACTED] and a phone number of [REDACTED].

He and Ms. Jillian Clark have been in a relationship for about 1.5 years. They met in college when attending Louisiana State University (LSU). They are very close, and talked on a daily basis. They started dating in his junior year of college. She graduated in May 2019 and he still had another semester left. He reported that he is close to her immediate family.

He described her health as "phenomenal" only experiencing an occasional cold. She worked out every other day. She had plans to attend medical school and had spent the summer studying for the Medical College Admission Test (MCAT). She planned to start work at a hospital in New Orleans, Louisiana.

He provided the following timeline:

July 2, 2019 –

Ms. Clark flew from New Orleans, Louisiana to West Palm Beach, Florida and had called him to tell him she had arrived safely.

It was originally planned for Brittney Searson, Kameron Cline, and Jillian Clark to take a train to Miami, Florida, but Brittney who decided she did not want to drink agreed to drive. Jillian called him about 1500 to 1600 hours and reported she had arrived safely in Miami. He reported the trio were “up all night.”

July 3, 2019 –

Brittney Searson drove them from Miami for West Palm Beach, Florida early that morning. He talked with Jillian between 0545 and 0600 and she advised him that they were almost to West Palm beach and would be departing for the Bahamas about 1200, to attend Mr. Cline’s birthday celebration planned for July 5th.

Between 1315 and 1330¹, he talked with Jillian when they had landed at the island². He added that he talked to her throughout the day on the phone and facetime but the cellular reception was not very good, in addition to having Wi-Fi issues.

About 2030 hours his time, or 2230 hours eastern daylight time, he received a Facetime³ call from Jillian, and Brittney. Both had been drinking, but Brittney was in worse physical condition based on the video he observed. During that call Jillian was happy and was having a good day. He also saw a person called Buggy, and workers on the island that he had recognized. The call lasted about 15 minutes, ending about 2245. After the call ended he texted her and asked her to call him in the morning, but she never got back to him which he considered “weird”. He believed initially that was due to sketchy cellular service.

He advised that about 1 week after the accident, her phone records were checked and it was learned that she had tried to call him 3 different times after the Facetime call ended but he never received the calls.

He believed things escalated quickly. He was told that Jillian and Ms. Cline became ill very quickly, and were being transported to Fort Lauderdale, Florida for medical treatment.

He added that Brittney had helped gather belongings into the helicopter, but at the time he did not know why. He added that he didn’t know that they were planning on going to Miami after

¹ According to Bahamas Customs paperwork, the flight arrived at Big Grand Cay, Abaco, Bahamas at 1548 hours local. At the time of the calls to her he was located in Aspen, Colorado.

² Although he did not specify by name, he was referring to Big Grand Cay, Abaco, Bahamas

³ The Facetime call was not recorded

Jill had landed in West Palm Beach. When he found out, he wanted to make sure she got back safely.

July 4, 2019 –

He received a call from Bugsy alerting him about the accident.

Questions from NTSB – Monville

Q: He was asked to clarify information from an audio interview by a Bahamian investigator⁴ about drug use by Ms. Clark in the days before the accident.

He advised that he did not know about any drug use, but he did know Jillian and Kameron Cline were drinking while in Miami. He added they were fine when they returned to West Palm Beach, Florida. On August 9th, he talked with Jillian's mom and she advised that the day before her trip to Florida from New Orleans, Jillian had a stomach virus which she contracted from a nephew. She had been throwing up.

Q: Did Jillian mention any issues with the helicopter on the flight to the Bahamas?

She did not mention anything about the flight. It was initially planned they would take a boat to the Bahamas, but there was a change of plans and they flew in a helicopter.

He added that in March 2019 he flew in a private jet owned by Mr. Cline from New Orleans, Louisiana, to Florida.

His facetime session was not recorded. He saw Brittany and Jill that night and they looked "fine." From what he heard afterwards, it was Kameron and Jill that were sick and being taken to Ft. Lauderdale for care. During the facetime conversation, Brittany seemed more intoxicated to him. So, he was "thrown off" when he was told that it was Jill who had gotten sick.

Jill's family had turned off her phone service since the accident but were willing to provide the NTSB with her phone records if needed.

Questions from NTSB – Dr. Sevillian

Q: With respect to the change from the boat to the helicopter, was there any comment from Jillian about being rushed?

When he talked with her about 0600 on July 3rd, he was curious how they were being transported to the Bahamas. He didn't think they were rushed. They departed West Palm Beach, Florida, about 1230 and she called him about 1400 saying they flew in a helicopter and had arrived safely.

⁴ Audio interview was done by Delvin Major, of Bahamas Air Accident Investigation Department

Questions from NTSB – Dr. Sevillian (Continued)

Q: Had she flown in the helicopter before?

She had flown in the helicopter in March 2019. He had flown in a helicopter owned by Mr. Cline that had 10 passenger seats, although it had a maximum capacity of 15 passenger seats. He believed the helicopter he had flown in was the same as the accident helicopter.⁵

Q: Did Jillian communicate with any immediate family members the evening before?

They checked her phone records after the accident and he was the only person she tried to call.

Questions from NTSB – Dr. Silva

Q: When you reported there were several calls from Jillian after the Facetime call ended, were all of the missed calls within a short duration?

He advised that the calls were all between 4-8 minutes after the end of the of the Facetime call, between 2248 and 2252.

Q: You indicated that belongings (bags) were loaded onto the helicopter.

Holly Messa⁶ gave him information about the loading of the bags. She advised him that the belongings/bags from Jillian Clark and Kameron Cline were loaded onto the helicopter by Brittney Searson and another person from the island. He indicated there were about 20- 30 people on the island for the celebration.

Q: When he flew on the helicopter in March did he recall anything unusual about the flight?

He did not. It was his first time on a helicopter and he felt safe. At the time there were 10 passengers (5 females and 5 males) plus a pilot and “another guy” potentially a mechanic. The flight duration was about 45 minutes.

Q: Was Mr. Cline on-board that flight?

No, he was not. There were young adults, the pilot, and mechanic in the co-pilot seat.

⁵ FAA records indicated that Challenger Management LLC owned N32CC (accident helicopter), and 4 other airplanes.

⁶ Jillian’s sister-in-law

Questions from NTSB – Dr. Silva (Continued)

Q: What did the pilot of that flight look like?

He was Mr. Cline's good friend and seemed to be about his age, maybe 50 to 60 years old, but could not be more specific.

Q: When you report clock time such as 0600 on July 3rd when you talked with Jillian, what time zone are you referring to?

The time in West Palm Beach, Florida. It was 4am his time. He was making sure she arrived safely.

Q: When you indicated that the flight departed at 1230 on July 3rd, was that EDT or MDT?

It was EDT

Q: And you received a call about 1400 from Jillian?

Yes she called and they talked briefly. She advised him they had arrived safely.

Q: The call at 1400 hours was that EDT?

Yes. They spoke on facetime that night around 2230 Eastern time. He recalled because he had walked home from dinner. They had talked on the phone around 2015 mountain time. Once he arrived home around 2030, he called her via facetime and got off the phone between 2245-2248.

Q: Before your flight did you talk with the pilot?

Yes. He flew on a private jet from New Orleans, Louisiana, to Florida. He said that logistics were always planned "last minute with Cline." After arriving in Florida, he took a boat from Fort Lauderdale, Florida, to Bahamas. On the return to Florida he flew on the helicopter which held about 12-15 people. He spoke to the left seat "main" pilot and shook the hand of the right seat person whom he thought was a mechanic. The left seat "main" pilot went over safety procedures with him and the other passengers. That person indicated that in the event the helicopter would have to land on the water, it was equipped with floats. The person relayed to them safety issues, and the person did not have a foreign accent. The person appeared to look healthy and be the age of Mr. Cline perhaps younger, adding that he was from the U.S. "for sure."

Questions from NTSB – Monville

Q: His flight in the helicopter in March what time of day was that?

It was about 1530 to 1600 hours EDT. He did not recall the flight duration but estimated it to be no more than about 45 minutes. They departed from a pad in an open field on the island about 5 minutes drive by Mule⁷ from the main house. The pad was an improved surface. He remembers they took off from a hard surface.

Q: What direction did you depart from?

He did not focus on the direction of flight, but after takeoff while he was seated in an aft facing seat directly behind the left flightcrew member seat, he saw the whole island. On that flight the helicopter was equipped with 11 passenger seats, configured with 3 aft facing seats behind the flightcrew members, 4 forward facing seats in the middle row, and 4 forward facing seats in the aft row. He reiterated the person giving the safety briefing was the person in the left flightcrew member “main pilot” seat.

Q: Was there any interaction with the person in the right flightcrew member seat?

Other than shaking his hand no. He spoke briefly with that person, and described him being from the U.S. with a “normal” accent. He did not recall detecting a foreign accent.

Q: During the safety briefing were restraints and seats discussed?

The person giving the briefing “talked about everything” that was needed, and nothing jumped out to him that was missed. The person said if the helicopter went down, it will float. With respect to the restraints, the person advised to stay in their seats.

Q: Did the person mention life vests?

Yes. The person mentioned life vests and life raft, but he did not recall where they were located. The person mentioned that to use them in case of going down in the water.

Questions from NTSB – Dr. Sevillian

Q: Had Jillian flown on the helicopter previously?

Not before March. It was her 1st time then.

Q: Did any of her friends who had flown on the helicopter tell about their experience?

No. Brittney had also been on that helicopter in March.

⁷ Referring to a utility vehicle or utility task vehicle

Questions from NTSB – Dr. Sevillian (Continued)

Q: What was the previous timeframe for Brittney?

He did not know for sure, but he knew she was at the island before.

Questions from NTSB – Dr. Silva

Q: Why do you feel the “main pilot” is on the left side of the helicopter?

On an airline type airplane, the pilot is “always the guy in the left seat in charge.” He recalled that person speaking into a headset, and giving them their safety briefing.

Q: Was the person talking into the headset talking to you or to air traffic control?

The person was talking to someone before departure. He was not talking to the passengers.

Q: Do you remember what the helicopter you flew on looked like?

He took a picture of it using his phone and after the call had ended texted the picture to NTSB – Monville. The registration N32CC can clearly be seen in the picture. It was white with blue on the bottom and the tail.

Q: Was he told anything else about the pilot other than he was a friend of Mr. Cline?

No. When he got into the helicopter to leave the island in March, Mr. Cline was not there. It was after the accident that he learned that the pilot who flew the accident flight was the pilot who flew him around.

Questions from NTSB – Monville

Q: At your Facetime on July 3, 2019, was the return flight to FL later that night planned at that time?

During that call there was no information that they would be flying to the U.S. As far as he knew, Jillian was planning to return on July 6, 2019.

Q: What time was he notified of the accident?

When he woke up he called all three of the girls and got the voicemail for all of them. He was called about 1700 hours on July 4, 2019 and told about the accident.

Questions from NTSB – Monville (Continued)

Q: Did he know Dr. Snarski?

He did not, but he knew that there were 2 emergency room nurses on the island at the time the helicopter departed. He indicated that he learned 4 to 5 days after the accident from Holly that Jillian was being supplied oxygen before the flight departed, and everyone was going back and forth about the need to fly to the U.S, and it was Mr. Cline that made the decision. The nurses were there for the celebration.

Q: Why the medical necessity to fly to the U.S. for treatment?

No one he spoke to gave him a reason why they were being flown to the U.S. for medical care. Mr. Cline was the person who made the “executive decision” to go.

Q: You mentioned going back and forth about the decision to fly to the U.S. please describe?

Mr. Cline was trying to decide whether to take the flight (as told to him by Holly Messa), and Mr. Cline being responsible made the decision.

Questions from NTSB – Dr. Sevillian

Q: In the past when you flew on the helicopter, was there any discussion about condition of the helicopter?

To his knowledge it was fine. If it wasn't he wouldn't have gotten in the helicopter.

Q: Did you or any of your friends fly on the helicopter at night?

Not to his knowledge, never.

There were no further questions, and Mr. Lerner did not have any questions for the group. He was advised that the notes would be typed and would be provided for his review and comment.

The interview ended at 1610 EDT.

The digest was e-mailed to him for review on August 20, 2019. He replied the same day at 1249 EDT with a comment that was incorporated into the narrative. The corrected digest was e-mailed to him for review on September 10, 2019. He responded the same day at 1044 EDT with, “Mr. Tim, The updated document and where you highlighted are fine....”



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: September 3, 2019
Person Contacted: Glen Randall “Randy” Coleman and Richard Volosen
NTSB Accident Number: ERA19FA210

Narrative:

Messrs. Coleman and Volosen were interviewed in person at Challenger Management LLC’s facility located at Palm Beach International Airport (PBI), West Palm Beach, Florida, on August 21, 2019. Present during the interview were Dr. Dujuan Sevillian of NTSB and Timothy Monville also of NTSB.

Interview Questions for Chief Pilot of Challenger Management LLC **‘ORGANIZATIONAL SAFETY DISCUSSION’**

Questions Part 1-Chief Pilot Demographics and Challenger LLC Operation

- 1.) What is your first and last name? **Richard James Volosen. Randy Coleman was the maintenance manager and he participated throughout the interview as well.**
- 2.) Confirm your position title(s)/other roles at Challenger besides Chief Pilot: **I am Chief Pilot, and I was Director of Aviation for a while.**
- 3.) Who do you report to?
Mr. Volosen reports directly to Chris Cline. He never talks to Chris directly (normally). Used to report to Donny Holcombe (CFO). Usually would contact Rick between 12:00 a.m.to 1:00 am. via text or calls. Furthermore, Chris Cline is the owner, Donny Holcombe was the CFO (Beckley West, VA), John Dickson (Product Development manager). John would find opportunities for mines/executives and he also owns N614TH LEGACY EMB 550. Furthermore, Mr. Volosen didn’t talk to Chris on Day-to-Day operations.
- 4.) How long have you been an employee with Challenger LLC? (Date of hire): **16 years starting September 2003 (Director of Aviation Halftime his experience). We also have 5 pilots employed for Challenger LLC. One pilot flew the seaplane part time. Contractors are not always available for flying to pick up passengers/freight, but contractors fly when their schedule allows them. Rick did scheduling for 8-10 years before Stephanie Depetrio took over**

scheduling. Rick noted that prior to Challenger LLC, he had three 'real jobs'. Those jobs were flying BE-18's, chief pilot of Fruit of the Loom and chief pilot for a chemical company (Griffin Corporation 11 years Chief Pilot, Valdosta, GA).

5.) What are your certifications and ratings?

See Photocopy of Pilot Certificates. Although he was qualified for flying helicopters, he did not fly helicopters for approximately 30 years and only had 100 hours of time in helicopters.

6.) Which aircrafts are you qualified to fly? Photocopy of Pilot Certificates provided.

Although he was qualified for flying helicopters, he did not fly helicopters for approximately 30 years and only had 100 hours of time in helicopters.

7.) How many flight hours have you accumulated in the aircrafts you are qualified to fly? 21,000 total hours.

8.) Describe your experience working with Challenger LLC? Experience was good and Rick has worked for Challenger LLC for 16 years. But, he will retire in two weeks (his retirement discussion was prompted by his need for recurrent training and selling of aircraft post-accident). Rick indicated he had flying experience in the CL-600-2B16 (601-3A) variant Bombardier Challenger. He also indicated that he worked for Fruit of the Loom (Chicago) and his role was chief pilot. Furthermore, Rick was a Chief Pilot for a Chemical Company (Griffin) and flew a 604 for Challenger LLC. Back in the 70's Rick flew the BE-18 under a Part 135 certificate with a different company (Persky Air Service-Valdosta, GA).

9.) Explain the approval process to become Chief pilot of Challenger LLC. How were you selected for this position? Challenger Management LLC bought the airplanes. They tried to get Buddy Cottle to be the Chief Pilot for Challenger LLC, but he could not get type rated. So, Rick knew the guy who flew the airplanes at Challenger LLC. Their names were Pet Cortez and Bill Banks (contractor pilots from JAX). They wanted Rick to work for Challenger. Pete contacted Rick and they interviewed him. Chris Cline hired Rick for Chief Pilot role. Tom Irvine was with the company for 20 years. Rick hired everyone but David Jude, because he was already with Chris Cline's business in West Virginia.

10.) How many aircrafts does Challenger LLC operate?

N760CC (ERJ 190), N762CC (EMB 550 will keep this aircraft to fly business associates), N73FE (EMB-505), N208KP (Cessna 208-Amphibious-David Jude managed this aircraft), N32CC (Agusta AW-139) (Accident Aircraft) Kids will use NetJets to travel.

11.) Does Challenger LLC operate under Part 91 or Part 135 operating certificate?

Back in the 70's Rick flew the BE-18 under a Part 135 certificate with a different company. Challenger LLC operates under Part 91, but no operating certificate.

12.) When did the N32CC first come into your operational control? Never been in Rick's operational control: See attached Aircraft Journey Log pages in attachment. Came from a Vancouver Company.

Questions Part 2- Chief Pilot Current Role Operating aspects

13.) Tell me what you do as Chief Pilot of Challenger LLC:

- **Role/Responsibilities:** Scheduling pilots, coordinating with Stephanie Depetrio for scheduling. I also approved the bills. Rick tries to have everything go through Stephanie for schedule.
- **Authority (Does he hire/fire?) Can you establish operational policy? Did Cline allow you to make key decisions without interference?** Rick had hiring authority and he developed the verbal operational policy. Cline allowed Rick to make decisions without interference. Sometimes Mr. Cline would contact pilots directly, but it was discouraged by the pilots that worked at Challenger LLC. Rick and Stephanie needed to track where the airplanes were. Not sure about who scheduled the pilots on the night of the accident. But, Chris Cline 'maybe' scheduled Jude, and then Jude scheduled Painter. He would call them direct and then go through scheduling sometimes. When Chris Cline traveled, he never would tell you how long he would be at a destination. You were on his clock.

14.) Explain the process of selecting pilots at Challenger LLC? Rick indicated that pilots are selected based on hours. His requirement is 5,000 hours total and 1,000 hours in type. Rick indicated that he never flew with David Jude, but he thinks he had between 500- and 700-hours total time but that data is 10 years old. We run a Part 91 business so nothing formal. Note: Mr. Painter was a contractor and did not work for Challenger LLC. Jude was an employee paid by Challenger. Jude was Cline's confidant, friend, right hand man. Mr. Painter and his wife ran 'Cloud 9' company. David Jude had connections with Mr. Painter through 'Cloud 9'.

15.) Explain the process by which pilots are trained at Challenger LLC?

- **Initial and Recurrent** After obtaining their certifications, they have initial training and re-current training. Initial and type ratings occur every 12 months via FAR 61.58. Flight Safety International Training is completed in Houston and Dallas, and STL and Simuflight in Dallas.

16.) Walk me through a typical flight

- **Determining pilot assignments** Note: Mr. Painter originally trained in the right seat of the AW139. Jude, most of the time flew in the right seat of the AW139. Previous crew pairing is being reviewed by NTSB in the crew pairing records. (Flight Logs)
- **Pre-flight preparation:** No pre-flight risk assessments
- **VFR, IFR clearances** (IFR, ensure you don't go below minimums and without an IFR flight plan filed).
- **FMC programming** (should be done before passengers arrive)
- **Instrument departures** (Bahamas flying you had to have an approved instrument approach and twin-engine aircraft (other stipulations).

Typical Flight Continued: Get a call (1) Determine which airplane (2) Assign Crew (3) Aircraft Availability assessed based on Maintenance as well (4) NOTAMS (5) Fly the Flight Plan (6)

17.) Do you have a general operating manual (GOM)? Yes; its verbal, but he also has a paper copy from years ago from a different company.

- 18.)Sterile Cockpit Policy? **Below 18,000 feet**
- 19.)Is there any pilot turnover? **No**
- 20.)What is the morale? **Good; but complaints about being away 4-5 days at a time. However, pilots may sit 1-2 weeks with no flying.**
- 21.)How are pilots trained at Challenger? (Simulator training, aircraft, outsourced) **After obtaining their certifications, they have training in initial and re-current training.**
- 22.)How are pilots checked and evaluated here? **Rick occasionally rides along but usually checks are done at Flight Safety International (61.58) and through e-learning.**
- 23.)Explain how pilot performance (knowledge, skills, and abilities) is managed at Challenger LLC? **Everything happens through flight safety international, but I sometimes go up with pilots and see what they are doing and make sure they are doing the right thing.**
- 24.)Explain the process on how crew scheduling is handled at Challenger LLC? **Normally 8-10 hours flying with a 12-hour day (Total Time) NO established protocol for duty scheduling. Nothing formal pilots should use 'common sense'.**
- 25.) Would you have flown the aircraft N32CC that night? **Rick Did not want to answer this question. However, Randy indicated that last year the island visits to Big Grand Cay started with the AW139.**

Questions Part 3-Role Clarity and Safety Management

- 26.)What was Chris Cline's role at Challenger LLC? **CEO of Cline Resource and Development. He owns Challenger LLC. Number of employees but unknown. Cline owns Yachts, boats.**
- 27.)What is your experience working with Chris Cline?
- **Favorable? It was favorable. I did have a time where Chris Cline called me at 1:00 a.m. to take one of the miner's wife due to a medical emergency in 2003-2004 year. Rick indicated he was in bed at home when he had to go fly (West Virginia).**
 - **There was also a trip in Canada where they would sit in a hotel for 2-3 days waiting to return, until Chris called or texted them. Chris Cline was a nice guy, generous and treated people well. Expected pilots to work for him.**
 - **Negative Experiences? No**
- 28.)What was the process of communicating with Chris Cline?
- **Scheduled/Unscheduled flights: Jude and Chris had operational control of the helicopter/rotorcraft business and making decisions.**
 - i. **Options if pilots are not available for flying N/A**
 - 1. **Standby schedules, Rules, Process (examples of flights delayed) N/A**
- 29.)Who has assumed the responsibility of company ownership of Challenger LLC after the AW139 helicopter accident? **Insurance company has gone through a process for AW139. Challenger owner TBD LLC. Leslie Ray and Tim Elliot. Insurance company paid loan. Remaining assets in Children's name.**
- 30.)How is flight safety managed by Challenger LLC? **By Rick and no safety issues other than a bird strike here and there.**
- **Process Verbal talks to Rick if you have a safety problem.**
 - **Examples of flight safety issues**
 - i. **Current: None; if there is a deviation, they review the FAR's and see how they can prevent it from happening again.**
 - ii. **Past: Bird Strikes**

31.) 72 Hour History Discussion regarding the Pilots

- Activities

- i. Family Activities: No, because he did not talk to Chris Cline end of June (Chris Cline). Jude (doesn't remember timeframe), and Rick has not talked to Painter in a long time. He did not know a lot about their activities because he works fixed wing side of the business; Brought back Cline June 26 to July 4th, he had no contact with Cline or Jude, or Painter.
- ii. Professional Activities
Brought back Cline June 26. From then to July 4th, he had no contact with Cline or Jude, or Painter.

32.) Policies and procedures with respect to preflight planning, programming FMC. Follow how you are trained.

33.) What's company policy on IFR flights? Follow policy in FAR's and use common sense

34.) Mins, pilot assignments, currency? Follow the FAR's

35.) Any kind of formal preflight risk assessment process/form? No

36.) Does Challenger LLC undergo any safety audits internally or by organizations like ARGUS, Wyvern, NBAA? No

37.) Participate in any type of operational data monitoring program? No, but the team does complete downloads of FADEC and CMC as necessary

38.) Accident pilots' proficiency compared to other pilots at the company of similar experience
Greatest strengths. Weaknesses? Proficiency was fine from what I know, never heard anything bad about the pilots.

39.) Interpersonal characteristics? Nothing Recorded

40.) SOP compliance? Regarding Fatigue, he expects the pilots to contact him if they are fatigued. But, does not have a system in place for pilots to indicate if they are fatigued. Rick did indicate that crew scheduling happens with Stephanie. If the pilots are fatigued, then they need to tell Rick they are fatigued. Then, he will tell them don't fly. Use common sense.

41.) Feedback from other pilots about him/them? No

42.) Any special training provided on HF, CFIT, SD, CRM, Distractions, Workload management? No

43.) What safety programs are in place at the Challenger LLC? None

44.) How do you determine what safety concerns exist in the company? And, specifically, concerns of crewmembers? Pilots verbally discuss risks if there are any with Rick.

45.) How do pilots report safety concerns? Through Rick

46.) Do you get reports from crewmembers about safety problems? Not really, bird strike a couple times.

47.) What are the crewmembers' most prevalent safety concerns? None

48.) How were these safety concerns resolved or corrected? Through Rick

49.) Specifically, have you received reports about specific safety issues related to this accident (loading, etc.)? None

We know that Bahamas does not allow flights at night unless and emergency, so what aspects of risk management were taken into consideration for the accident flight? None to Rick's knowledge, the helicopter side was managed by Cline and Jude.

50.) Show me an example of how you keep schedule of the pilots. (See attached schedule).

- 51.) What was David Jude's relationship with Chris Cline? Chris Cline was mentoring David Jude in all aspects of the business. Chris Cline said he wanted David Jude to run the flight department in West Palm Beach, FL. David Jude managed the properties (landscape/buildings). David Jude and Chris Cline bought the Cessna Caravan (N208KP) to fly to Big Grand Cay Island.
- 52.) Accident Flight Discussion: Rick was not aware that the helicopter was in the Bahamas on July 3rd and 4th. Stephanie DiPietro (scheduler) called him on July 4, 2019 at 2:30 p.m. alerting Rick of Chris Cline helicopter was missing. Rick assumes that Chris called David directly to fly to the Bahamas for the medical transport.
- 53.) Note: Since the helicopter is staying in the Bahamas make sure you put the engine inlet covers on. Atlantic Aviation put 220 gallons of fuel in the helicopter on the 3rd

NTSB Follow-Up Questions - Monville

Q: Explain the 3 "real jobs" you have had in your career?

In 1974 he began by flying automobile parts in Beech 18's out of Valdosta, Georgia. That flying was conducted under 14 CFR Part 135 and was done all over the country. During a typical flight parts were picked up at 1700 and were flown all night to various destinations. He flew about 1,200 to 1,300 hours in Beech 18's.

He next was a Chief Pilot for a chemical company (Griffin) in Georgia for 11 years flying Beech Baron, Piper Aerostar, Mitsubishi MU-2, then a Lear 25.

In 1989, he became Chief Pilot of Fruit of the Loom in Chicago, IL. He held that position until 2001. Between 2001-2003 he only flew old airplanes.

Q: Describe the number of pilots and aircraft that were operated by the Griffin chemical company?

It was himself and one other pilot and they operated 1 or maybe 2 aircraft. In cases where he needed an extra pilot, he would use a military trained pilot as a contract pilot.

Q: Describe your duties as Chief Pilot with the chemical company?

He would approve bills, handle scheduling and maintenance

Q: Describe the number of pilots and aircraft operated by Fruit of the Loom?

They operated a Bombardier CL-600-2B16 (601-3A Variant) and he was the only pilot and he used a contract pilot for a co-pilot. After about 1.5 to 2.0 years they sold the 6013A and bought a 600.

For the Hawker 800 that they operated, they had 3 pilots.

They also bought an Embraer RJ with executive interior.

The Challenger and Hawker were at 2 different locations. They also operated a Falcon 10 and an Israel Aircraft Industries Ltd 1124 (Westwind).

Q: Did you operate the Fruit of the Loom and the chemical company (Griffin) the same way as you do Challenger Management LLC?

Yes, with respect to scheduling

Q: How did Mr. Cline call pilot's for trip departures when away from home base?

Usually Mr. Cline would call Stephanie but sometimes Mr. Cline would call pilot's directly, but that process was discouraged. Usually would call Rick.

Q: Did you discourage Mr. Cline from calling pilot's directly?

No, adding that it was his boss. He did tell his pilot's to tell him and Stephanie if Mr. Cline wanted to go somewhere because they needed know where the airplane was going. Mr. Cline was normally involved in their big airplane.

Q: Since Mr. Cline sometimes calls pilots for trips was he aware of duty/rest issues?

Mr. Cline was aware and tried to abide, adding that he sometimes tried to extend the time but he wasn't pushing to the "limits" all the time. Mr. Cline would not make a decision that interfered with safety.

Q: Describe the duty and rest limits for Challenger Management LLC?

He had nothing formal documenting duty and rest limits, but the maximum was 8-10 hours of flying, and a maximum of a 12-hour duty day.

Q: Have you had any complaints of instances going beyond the duty day limits?

No

Q: If you were in charge of the helicopter operations would you have approved the night trip?

Mr. Volosen answered "I do not know" and declined to comment further.

Q: Describe nighttime operations in the Bahamas?

He indicated that Nassau and Freeport were the only "real" location and added that the airport would have to had an approved and operating instrument approach procedure.

Q: Describe the flight time for Mr. Jude?

All his flight logs were kept on the iPad. He was not sure if he had a personal logbook. The weight and balance was also on the personal iPad. Mr. Jude used a program on his iPad also for the Cessna 208. Mr. Jude might have had a personal iPad mounted (using Go Flight mount) on the base in the center of the glare shield. That iPad stayed in the helicopter. The flight logs previously provided will also list the pilot by name.

Q: Describe the experience of Mr. Jude, and when he became employed by Challenger Management LLC?

Donny Holcomb who can be reached at [REDACTED] would be able to give historical context, since Mr. Jude started working for Challenger Management LLC long before Rick began working for the company.

Q: Describe the experience of Mr. Painter?

Suggested NTSB contact his wife. Mr. Painter was a contract pilot to Mr. Jude, who had authority to hire and pay people.

Q: Did you know Mr. Jude's Flight Time?

As of 10 years ago Mr. Jude had between 500 and 700 hours total time. He only knew that because he would have to fill out that information on an insurance application. Mr. Jude began flying Robinson helicopters. Mr. Cline wanted to know how to fly, but that was only short lived.

Q: Do you have copies of any of the insurance applications?

No because he hadn't done one for Mr. Jude in years.

Q: Did you have a sense that Mr. Jude's pilot skills matched his flight time?
He was not sure because he never flew in the helicopter with him. He added that his boss (Mr. Cline) liked him.

Q: Did he ever receive any complaints about Mr. Jude?
Never

Q: What category and class ratings did Mr. Jude hold?
At the commercial level he held rotorcraft helicopter and instrument helicopter ratings. He also held airplane single engine land and sea, and multi-engine ratings.

Q: Do you think Mr. Cline was comfortable with Mr. Jude's flight time?
Yes

Q: Prior to employment did he check a pilot's FAA records for checkride failures, previous accidents and incidents?
He only checked for DUI's and criminal records enough to pass FAA security clearance to be issued an airport access badge. He does not do any personal checks. He added that in years past he could call a prospective pilot's previous company and get good information but in today's age all that company would tell him is if that person worked for them and during what time frame. Because of the problem he quit checking. He would initially hire a pilot for 6 months to see how they worked out.

Q: Where was Simuflight located?
Dallas, TX

Q: How would he monitor contract pilot training?
He would get their training certificates.

Q: How many pilots were on-demand for the helicopter operation?
He was not sure. Mr. Painter was the only one Mr. Coleman knew about.

Q: What seat did Mr. Jude normally fly in?
Usually the right seat but occasionally flew in the left seat for training.

Q: What seat did Mr. Painter normally fly in?
Right seat originally for training flights?

Q: When did he develop the General Operations Manual (GOM)?
He developed that when he was at Fruit of the Loom (he had a hard copy) and will look for it. It covered what to expect, appearance, etc.

Q: If there were any flight safety issues on the helicopter who would deal with them?
Only Mr. Jude handled that.

Q: Could Mr. Jude handle issues with Mr. Cline?

Mr. Jude was strong enough to say no to him, and in fact he heard him say no. That was especially true in the last couple years when he was flying more to the Island. "Most times" Mr. Cline was not unreasonable.

Q: Did he ever perform any checkrides?

The airplanes were not a training aircraft. He would not perform checkrides but would occasionally fly on the airplanes with them. After the flight he would debrief the pilot and at that time would verbally tell the pilot about any deficiencies he noted.

Q: Who were the officers of Cline Resource and Development?

Danny Holcomb Mr. Cline, and Tim Elliott. The accident changed that.

Q: How many employees of Challenger Management LLC are there?

He was not sure. They also own things other than aircraft. They own boats/yachts.

Q: Who does he report to?

Through Danny Holcomb (CFO) but with respect to scheduling discussed with Mr. Cline. Mr. Holcomb left 3 to 4 years ago. Dwayne Blakenship took over duties of CFO.

Q: When did he begin planning his retirement?

He didn't notify the company until after July 26th, when they were getting rid of the CRJ and Embraer Phenom. It also happened to be timing wise that he was scheduled for recurrent training. Finally, after being on the road with Mr. Cline for 8 weeks he decided it was time to be home with his wife.

Q: What was the fixed wing average utilization?

N760CC (Big Airplane) – Flying 250 to 275 hours a year

N762CC – Flying average of 25-35 hours a month used mainly for the Cline children

N73FE – Flying average of 40-50 hours a month

N208KP – Flew (per white board) about 34 hours between January 2019 to May 2019. Used to fly freights and supplies to the Island

N764CC – RJ – Flew for a couple years

Q: How many aircraft do they operate excluding the accident helicopter?

N73FE, N762CC, N760CC, and N208KP

Q: Who made the aircraft buying decision?

Not answered (Chris Cline approved all airplanes being bought)

Q: How were any flight schedule issues handled?

He would tell pilot's their days off. One Embraer jet was usually on the ground and a time. And N762CC was beginning to not be flown much.

Q: Who would have the weight and balance for the configuration for 8 seats and no floats installed?

RotorTech would have information about the removed seats and floats. He has seen the center seat row removed, and for the aft row there were 4 seats. The weight and balance was done on Mr. Jude's laptop.

Q: When was the last fuel load?
220 gallons of fuel added.

Q: Provide NTSB Copy of Fuel Slips?
Provided during interview. Fueled 220 gallons on 7/3, another 220 gallons (Augusta AW139) on 7/3, and 74 gallons on 7/4. Atlantic Aviation submitted an invoice for the 74 gallons, later removed that amount, then again later added it back.

Q: Who gave instructions for loading?
Mr. Jude

Q: On the flight to the Bahamas would they fly to Walkers Cay or Big Grand Cay, Abaco, Bahamas?
The helicopter would usually fly to Big Grand Cay, and occasionally to Walkers Cay. The Bahamas customs people would travel to Big Grand Cay by boat to clear customs.

Q: What is the IFR policy for helicopters?
He was not sure

Q: What was the Preflight Risk Assessment procedures for the fixed wing portion?
Check weather, Airport suitability, Crew Duty times and finally "common sense."

Q: Did you have a self disclosure for flight safety issues?
The pilot's can talk with him, but he does not have anything formal

Q: Did he have resumes for Messrs. Jude and Painter?
He doesn't know but suggested asking Danny Holcomb.

Q: Was he still getting calls directly from Mr. Cline between 2400 and 0100 about scheduling flights?
Yes, sometimes

Q: Confirm the number of pilots employed by Challenger Management LLC?
Five. 1 pilot flew the seaplane part time.

Q: Did Mr. Jude ever discuss interesting scenarios with you related to Risk Management for an intended flight?
He called occasionally. Ryan would occasionally call if he needed to be taken off the schedule.

Q: What caused Mr. Jude's change in behavior to say no to Mr. Cline in the past couple years?
That 2-year timeline was when Mr. Jude was flying more to the Island. Mr. Cline would try to make him do things that were no right related to flying in adverse weather or weight and balance exceedance. Mr. Jude would say no and Rick heard him say no.

Q: Why didn't you manage the helicopter operation?
Although he has a rotorcraft helicopter category and class rating, he has less than 100 hours in a helicopter and has not flown a helicopter in 30 years. In addition he was busy managing the fixed wing fleet and pilots.

Q: How did Stephanie check the schedule or determine crew duty and rest times?
She didn't. She just took the request and passed to him.

Q: Show us how you verified a pilot's schedule when taking calls about a flight when at home?
See attachment. He does not have any specific software.

Q: How did he make the determination about duty and rest times when you received a call about a flight?
Rick was flying 95% of the flights in the Lineage, with Ervik, and Thomas Pacini alternating on the Lineage, flew every 2-3 weeks.

Q: When on the phone with a pilot scheduling a flight did you ask about fatigue?
Rick put out the flight schedule, but never asked about fatigue. He expected the pilot's to tell him about fatigue issues when on the phone.

Q: Who had Operational Control over the helicopter?
Mr. Jude. Rotor Tech maintains the helicopter

Q: Was there any issues with the "on-call" schedule or complaints?
He indicated that pilot's would complain about the schedule but they really weren't demanded to do any work when away on a trip or when home not scheduled for a trip.

Q: Explain the on-call policy?
Pilot's are expected to live within an hour of the airport but are not required to sit at PBI.

Q: How are maintenance discrepancies logged?
There is a place on the Flight Log page. Mr. Coleman indicated that they fix discrepancies sooner than later similar to a Part 135 operation. For non-essential items it was necessary to write them up.

Q: Who would review the flight, duty, and rest times for the helicopter operation?
Mr. Jude

Q: Is there any flight, duty, rest limits for the helicopter?
Mr. Jude stayed within the FAR's and used common sense

Q: Why did Mr. Jude fly back on July 3rd when he was scheduled to stay?
Not sure why. The seaplane (Cessna 208) was scheduled to be dispatched on the morning of July 4th. Shane Gross tried calling Mr. Jude that morning but there was no reply

Q: Show us an example of a hard copy file you have for one of your company pilots?
He does have a file somewhere, but uses his laptop and showed the team his folder. It had his training certificates, copy of his medical certificate, and copy of his pilot license. He does not track pilot hours. He flew 400-500 hours a year maybe 600 hours.

Q: What was Mr. Jude's schedule for the previous 72 hours?
He did not know. Mr. Jude was not married.

Q: How did Mr. Jude and Painter Communicate?

By cell phone, but Mr. Jude did not like to text.

Q: Was Mr. Cline a pilot?

No, but originally he owned a Cirrus which he flew only about 6-7 hours.

Dujuan Q: Did Mr. Cline visit the office facility?

Sometimes

Dujuan Q: Over the years did Mr. Cline call you to make an emergency trip?

Mr. Cline called him 1 time. At that time (2003-2004) they were in Beckley, WV, and the widow of a miner who had been killed in the mine accident called him because she needed to be taken to a hospital for medical treatment. They flew her to Roanoke.

Dujuan Q: When you say Island what are you referring to?

Big Grand Cay, Abaco, Bahamas

Dujuan Q: What was the feeling related to having Mr. Cline setting up the Island?

Mr. Cline and Jude were only involved in that aspect. Other people involved but no one from the flight department.

Dujuan Q: How often did Messrs. Jude and Painter fly together in the helicopter?

That information is contained on the Flight Log pages (previously provided).

Dujuan Q: On the trip you made taking the miner's widow to the hospital, what time of day was that?

He had a normal day and was in bed when he got the call. It maybe was a 45 minute flight.

Q: When did the flight operation move to Florida?

Either 2005 or 2006. They had a hangar in WV for the Challenger for years, but the airplane stayed in Florida the whole time.

Q: Had he (Rick) landed on the helipad before?

No. He did cite a previous example of landing in a field at night in the middle of nowhere with no nearby ground reference lights. In that example a pilot had to be on instruments from the beginning of getting airborne.

Q: Was Mr. Cline aware of night rules and limitations in the Bahamas?

No he was not, unless Mr. Jude told him.

Q: Did Mr. Painter Interact with Mr. Cline?

To a certain extent involving flight training. Mr. Painter was previously planning to teach Mr. Cline how to fly.

Dujuan Q: Did Mr. Painter's family come to the premise after the accident?

Yes, and Mr. Jude's and Painter's family were present at the facility when the bodies were returned to West Palm Beach.

Q: Was the helicopter equipped with life rafts?

Yes it was equipped with 2. Each were a 4-man life raft installed between the interior sidewall at the last row of seats and each outboard seat position. Per the white board, P/N 1400-3, S/N 9988CW, and P/N 1400-1, S/N 3896DDA.

Q: Are you a member of NBAA?

Yes

Q: Drug Screening? No, but we do a background check. This is how the pilots get the airport badge. Every time they do a physical at the FAA, they ask many questions which is also on file.

Q: To your knowledge was Jude or Painter stressed, depressed, or have family issues?

No.

Q: Did the accident pilots drink or use drugs?

David Jude drank a beer occasionally, but no drugs to his knowledge.

On August 22, 2019, the typed responses were reviewed with Mr. Volosen in person and any changes or suggestions were incorporated into the document.

AIRCRAFT JOURNEY LOG				DATE	AIRCRAFT		A/C SERIAL No.		LOG No.					
				10 Sep 17 / 13 Sep	C-FPSE N32LL		31112		01977					
FLIGHT CREW		P-I-C ACCEPTANCE SIGNATURE & LICENCE No.		FLIGHT DESCRIPTION (FROM/TO)		FLIGHT TIME	TIME UP	TIME DOWN	AIR TIME	LANDINGS	START CYCLES		PENALTY TIMES	
											1	2		
Twomey / Jude				KHIO-KEUL		2.5	1410	1640		01	01	01	>6400 C/OVER	
Twomey / Jude				KEUL-KPNA		2.2	1700	1910		01	01	01		
Twomey / Jude				KPNA-KANA		0.2	0800	0815		01	01	01	>6400 THIS PAGE	
Twomey / Jude				KPNA-MT94-KANA		2.4	0840	1005		01	01	01		
Twomey / Jude				KPNA-KPNA		0.5	1230	1300		01	01	01	>6400 TOTAL	
Twomey / Jude				KPNA-KAIA		2.2	0930	1143		01	01	01		
Twomey / Jude				KAIA-KHNR		2.3	1300	1515		01	01	01	CAT A TRG C/OVER	
Twomey / Jude				KHNR-KMLI		2.0	1545	1575		01	01	01	CAT A TRG THIS PAGE	
						14.3								
POWER ASSURANCE	OAT	PRESSURE ALTITUDE	TORQUE 1 2	NG 1 2	ITT 1 2	PAM-NG 1 2	PAM-ITT 1 2	WT & B Revision	TOTALS THIS PAGE		14.3	08	08	08
									TOTALS BROUGHT FWD.		1818.9	3078	2600	2600
TECHNICAL DISPATCH		1ST INSP/COMP		2ND INSP/COMP				TOTALS SINCE MAN.		1833.2	3086	2608	2608	CAT A TRG TOTAL
ITEM NUMBER	DEFECTS / REMOVAL INFORMATION			INITIALS	ITEM NUMBER	RECTIFICATION / DEFERRAL / INSTALLATION INFORMATION			A/F TIME	DATE	SIGNATURE	LIC No.		
1	Co-pilot Chronometer is unreadable					This aircraft has been inspected and has been found safe for the intended flight accordance with Special Flight Permit dated 09/08/2017			1818.9	9-8-17				
2	Co-pilot RAD-ALT test is 108 ft													
3	Co-pilot can not pump brakes to extinguish pressure light.													

[illegible]

[illegible]

Attachment for Question 50

AutoSave On 07 AIRCRAFT SCHEDULE JULY, 2018.xlsx - Excel Rick Volosen

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
2		SUNDAY		MONDAY		TUESDAY		WEDNESDAY		THURSDAY	AUG. 30	FRIDAY	AUG. 31	SATURDAY	SEPT. 1ST
3	LINEAGE	KALN		KALN		KALN		KALN		KALN KALN		KALN		KALN KALN	
4	LEGACY														
5	PHENOM														
6															
7	PILOTS	RV		RV		RV		RV TE		RV TE		RV TE		RV TE	
8		SUNDAY SEPT. 2ND		MONDAY SEPT. 3RD		TUESDAY SEPT. 4TH		WEDNESDAY SEPT. 5TH		THURSDAY SEPT. 6TH		FRIDAY SEPT. 7TH		SATURDAY SEPT. 8TH	
9	LINEAGE	KALN		KALN KALN		KALN KALN		KALN KSLC KPNA		KPNA		KPNA		KPNA	
10	LEGACY	KIOF KBKW		KBKW CYUL		CYUL KBLV KALN KPDK KPBI									
11	PHENOM					KPBI CYUL		CYUL KPIT KBKW KPBI						KPBI KPNA	
12															
13	PILOTS	RV TE / WA TP		RV TE / WA TP		RV TE / RH KH / WA TP		RV TE / RH KH / WA TP		RV TE		RV TE		RV TE / BH WA	
14		SUNDAY SEPT. 9TH		MONDAY SEPT. 10TH		TUESDAY SEPT. 11TH		WEDNESDAY SEPT. 12TH		THURSDAY SEPT. 13TH		FRIDAY SEPT. 14TH		SATURDAY SEPT. 15TH	
15	LINEAGE	KPNA		KPNA		KPNA CYVR		CYVR		CYVR		CYVR			
16	LEGACY					KPBI KCHS CYVE		CYVR		CYVR		CYVR			
17	PHENOM	KPNA KGBL KIOF KPBI						KPBI KCHS KPBI							
18															
19	PILOTS	RV TE		RV TE		RV TE / WA TP		RV TE / WA TP / RH		RV TE / WA TP		RV TE / WA TP			
20		SUNDAY SEPT. 16TH		MONDAY SEPT. 17TH		TUESDAY SEPT. 18TH		WEDNESDAY SEPT. 19TH		THURSDAY SEPT. 20TH		FRIDAY SEPT. 21ST		SATURDAY SEPT. 22ND	

Sheet1 Sheet3 Sheet2

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RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: September 3, 2019
Person Contacted: Maureen Haworth
NTSB Accident Number: ERA19FA210

Narrative:

Ms. Maureen Haworth was contacted by conference call on August 30, 2019, at 0900 EDT, which she set up through "Go To Meeting". The number used was [REDACTED] and the Passcode was [REDACTED]. Also present on the call were NTSB employees Dr. Dajuan Sevillian and Dr. Sathya Silva. Attorney Jack Merinar joined the call at about 0930 EDT. He was representing Ms. Haworth, but not representing her for the call.

At the beginning of the call she indicated that it was possible for her to record the call. She was advised that was not necessary.

She was advised that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. She was also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation; she agreed to the interview without representation.

She was briefed as to the role of the NTSB during this foreign accident investigation. She was advised that notes would be taken and would be reviewed by NTSB personnel on the call. If there was any question among NTSB as to what was said she would be contacted.

She provided a home address of [REDACTED] Tequesta, Florida [REDACTED] an email address of [REDACTED]. Her cell phone was [REDACTED].

She is not a pilot and met Mr. Jude about 4.5 years ago. They have different addresses. She reported that Mr. Jude follows a routine, in that he wakes up at 0800, goes downstairs to eat, travels to the office for meeting(s) (if not flying), flies about 1000, returns to Palm Beach International Airport (PBI), West Palm Beach, Florida. After landing he would play golf, and

after playing golf he would take a nap, eat dinner, and would be in bed by 2200. She described his naps as being between 45 minutes to 1.0 hour in length.

She provided the following timeline information for Mr. Jude:

July 4, 2019 – She was not with Mr. Jude and did not communicate with him.

July 3, 2019 – She was not with Mr. Jude this day. He was getting ready for Mr. Cline’s party at the Island and were flying people there. Mr. Jude made 2 flights. He had planned to spend the night at the Island. He asked Mr. Cline if there was a doctor on the Island and she reported that Mr. Cline liked to have a doctor on the Island in case something happened. Mr. Jude felt secure because there was a doctor on the Island and didn’t feel like the helicopter needed to stay, because he (Mr. Jude) did not want to expose the helicopter to the salt environment he elected to return to PBI. After returning he took a nap, then went to Pizza Hut where he had a coke (no alcohol). He returned home and went to bed about 2215. During that night she reported that Mr. Cline texted Mr. Jude and also talked to him. She did not communicate with Mr. Jude about the trip to the Bahamas.

July 2, 2019 – He woke up at the usual time (0800), showered, and flew people to the Island in the seaplane about 1100¹. He flew chefs, caterer’s on 1 flight. After returning to PBI he played golf, and likely went to bed between 2200 and 2230.

July 1, 2019 – He had a meeting in the office, then later played golf. She could not recall if he flew that day. She met him for dinner at Dune Dog restaurant at 2000, and he left there at 2100 and went to bed at his normal time.

June 30, 2019 – She was not with him this day. She was sure “golf was involved” but was not sure if he flew this day. He never knew when Mr. Cline would call (Mr. Jude was on-call all the time). She thinks he did fly this day. They were using Mr. Cline’s boats and the amphibious airplane to take caterer’s and designer’s to the Island. He did his general routine 7 days a week. She described him as “not a text person.”

June 29, 2019 – She was not sure if he flew this day.² He played golf at Trump International Golf Club West Palm Beach (was a member). She and Mr. Jude went to dinner. They were home by 2130, watched TV, she left, and he went to bed between 2230 and 2300. She rarely stayed at his place overnight.

June 28, 2019 – She did not recall a lot about his schedule this day. He had meetings during the week with Leslie. He did his general routine, and she was, “sure golf was involved.”

¹ According to Bahamas Customs paperwork, Mr. Jude flew 3 passengers in N208KP, an amphibious Cessna 208 on 1 flight from PBI to Walker’s Cay, Bahamas. A customs stamp indicates an arrival time of about 1730.

² According to Flight Log page 0039, dated June 28, 2019, and Flight Log page 004* (with the last number unreadable) which was found in the wreckage, the helicopter was not operated between the logged flights of June 28, 2019, and July 3, 2019.

Questions from NTSB – Monville

Q: Did Mr. Jude text you about his trip to the Island early in the morning of July 4, 2019?

He did not. She didn't know he was flying over there. She only knew that he had a flight scheduled for 1100 hours on July 4, 2019.

Q: Did Mr. Jude ever express to her any concern about flying, night time flying, or fatigue issues regarding the company?

He did not like to fly at night, adding that he "rarely did it." In the years she has known him the night flight to the Bahamas the night of the accident was his 1st night flight that she knew of. Mr. Jude indicated that night flying was "a whole different ball game."

Q: What type phone did Mr. Jude have, and what was his phone number?

He had an iPhone X (smaller) with a black protective case (Chameleon) which included a pouch on the back to hold credit cards. His phone number was [REDACTED] AT&T was his service provider.

Q: Describe the typical time he went to bed?

He was generally in bed every day at 2200, and would watch TV while in bed usually falling asleep by 2230.

Q: Did Mr. Jude have a pilot logbook (hard copy) or keep track of his flight time electronically)?

She believed his flight time was on his iPad. It had a black case, and was a regular size (8.5 inches by 11.0 inches) and not a mini size. It did not have "an armour" case, but did have a leather case. She never saw him make any calls on it. He always had the i-Pad with him in his flight bag, and was sure it was with him, but could not confirm that.

Q: Was the urgency of the flight expressed to her?

She was not aware the flight had taken place.

Q: What was Mr. Jude told and by whom regarding the need to return?

Mr. Jude told her Mr. Cline was "texting him all night and he did not know if I will have to go back to the Island." Mr. Jude did not express to her any concern about his need to go back, but he hoped he didn't have to go back to the Island.

Questions from NTSB – Monville (Continued)

Q: Did Mr. Jude use alcohol or take any prescribed drugs?

She indicated that he used, “zero drugs ever.” Regarding alcohol he would “maybe” have 1 margarita drink if they went to a Mexican restaurant.

Q: Describe Mr. Jude’s health.

He was in great health and was very athletic, always trying to keep up with “the kids”. He would ride his bicycle 50 miles, and played golf every day.

Q: Did Mr. Jude smoke?

No

Q: Did Mr. Jude consume alcohol the night of July 3, 2019?

He did not. He had a coke with his dinner. She had never seen him drink at home. It was possible he might have to fly the next day. He would not have consumed any alcohol if he planned to fly the next day.

Q: Did Mr. Jude ever express any complaints to you about the company as to how they operate their aircraft, maintenance, flight schedule, or fatigue?

No, never

Q: Was Mr. Jude fatigued?

There was no conversation about fatigue when she spoke with him the night of the accident.

Q: Did Mr. Jude contact Mr. Painter for the flight early in the morning of July 4th and what was the context of that conversation as to urgency?

She was not sure who contacted Mr. Painter, and was not sure what information regarding urgency of the flight was transmitted or communicated.

Q: Did Mr. Jude ever express concern to her regarding the flying ability of Mr. Painter?

He said Mr. Painter was a great pilot and trusted Mr. Jude a lot. She added that Mr. Painter trained Mr. Jude and he was “very confident in him.”

Q: How long were you in a relationship with Mr. Jude?

She knew him for about 4.5 years, and had dated about 1.0 to 1.5 years, getting more serious.

Questions from NTSB – Sevillian

Q: You indicated earlier that Mr. Jude would go to work at office when acting as project manager of the Island. What office was that?

To Mr. Cline's office on PGA Boulevard called, The Cline Group. Jason was the project manager related to Island work. Mr. Jude would meet at the office to discuss what was going on.

Q: What was Mr. Jude's experience working with Challenger Management LLC?

He said he liked it and enjoyed working with the team. He and Mr. Cline were great friends.

Q: What was Mr. Jude's health on the night of the flight from PBI to the Bahamas?

He said he was OK, did not have any illnesses to my knowledge and he was not sick.

Q: To your knowledge did Mr. Jude keep a schedule in a Memo book?

She was not aware of a memo book.

Q: You indicated that Mr. Jude was being texted all night by Mr. Cline. How did he describe his experience with receiving the texts from Mr. Cline that night and what timeframe was this?

She was not sure of the timeframe because she was not with him. She indicated that it was not out of the ordinary for him to get texts from Mr. Cline "a lot" and this normally means that he is either on call or will need to go and fly.

Questions from NTSB – Silva

Q: Have you ever been to the Island?

No

Q: Have you met Mr. Cline?

Yes

Q: How would you describe Mr. Cline as a boss from Mr. Jude's perspective?

He and Mr. Jude were friends. Mr. Jude was more of a boss to people who worked for Mr. Cline.

Q: Explain Cline's history with Mr. Jude.

While in Florida, she met Mr. Jude who was a race car driver. Mr. Cline owned a race car that Mr. Jude began driving. Eventually (about 13-14 years ago) Mr. Cline asked Mr. Jude to fly the helicopter. Messrs. Cline and Jude were friends before that while in West Virginia.

Questions from NTSB – Silva (Continued)

Q: You indicated that Mr. Jude did not like to fly at night. Was that at sunset or late at night?

Mr. Jude liked to have landed at the airport before sunset.

Q: Do you know why Mr. Jude preferred to not fly at night?

Due to restrictions on flying at night.

Q: Have you flown with Mr. Jude?

She had previously flown in the helicopter which she described as a “great kind of aircraft.”

Q: Do you have any idea what was said during text messages between Messrs. Cline and Jude in relation to the need to have Mr. Jude fly to the Bahamas?

No, but she knew that Mr. Cline texted Mr. Jude about having to fly back.

Q: Was the other job Mr. Jude had regarding project manager for the Island a “full-time gig”?

She does not know about that. Mr. Cline trusted Mr. Jude with a lot, he oversaw the project.

Q: What would a typical day at work be for Mr. Jude?

He would be at the office maybe 1.0 hour one day, and then all day another. It depended on what was planned.

Q: What is your job?

Real estate broker

Q: How did you meet Mr. Jude?

Through a mutual friend at a concert

Q: Did Mr. Jude have any major changes in his life in the past year?

Not that she was aware of.

Q: Did Mr. Jude wear glasses?

He wore reading glasses, but they were not prescription.

Questions from NTSB – Silva (Continued)

Q: Did he need to wear them while flying?

She did not know

Questions from NTSB – Monville

Q: Did Mr. Jude ever express any concern to you about being “on-call” or his flight schedule?

No

Q: What did “on-call” mean with respect to Mr. Jude and the company?

Get up and wait to hear from Mr. Cline if he wanted to fly

Q: Did Mr. Cline ever call Mr. Jude in the middle of the night (between midnight and 0200)?

She does not know. He would get called between 1800 and 1900 for an intended flight the next day.

Q: How much time did Mr. Jude spend working on the Island project?

The flying and project management went together. The Island project management wasn't something that caused stress or took too much of Mr. Jude's time.

Questions from NTSB – Sevillian

Q: What was Mr. Jude's relationship with Mr. Painter outside of flying?

She was not sure but they were close friends and they flew together. They also had a company together.

Q: What was the company name?

Cloud 9

Q: Did Mr. Jude have another position or involved with Cloud 9?

Little to no involvement.

Questions from NTSB – Silva

Q: Do you know why Mr. Jude flew back on July 3rd when he had planned to stay at the Island?

He did not like the helicopter to stay at the Island due to the salt environment. The helicopter was normally in a hangar, and he washed it down.

Q: Have you been updated by NTSB Transportation Disaster Assistance (TDA) regarding the status of the investigation?

She had not

Q: Are you interested in being updated regarding the status of the investigation?

Sure

The conference call ended at 0958 EDT.

The digest was e-mailed to Drs. Sevillian and Silva for their review on September 4, 2019. Dr. Silva was out of the country on another investigation and Dr. Sevillian replied on September 4, 2019 at 1420 EDT, with comments that were incorporated into the narrative. Dr. Silva replied on September 9, 2019, with comments that were incorporated into the narrative.



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: September 6, 2019
Person Contacted: Debra Ann Painter
NTSB Accident Number: ERA19FA210

Narrative:

Mrs. Debra Ann Painter was contacted by conference call on September 6, 2019, at 0800 EDT, which was set up through NTSB's Response Operation Center (ROC). The number used was [REDACTED] and the Passcode was [REDACTED]. Also present on the call were NTSB employee Dr. Dujuan Sevillian, and attorney Lea P. Bucciero.

At the beginning of the interview Mrs. Painter was advised that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. She was also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation; she agreed to the interview and was represented by Lea P. Bucciero.

She was briefed as to the role of the NTSB during this foreign accident investigation. She was advised that notes would be taken and would be reviewed by NTSB personnel on the call. If there was any question among NTSB as to what was said she would be contacted through her attorney.

Attorney Bucciero brought up at this point of the call that she was concerned about maintaining confidentiality of her client and her concern that she did not want her client to be the source of the release of "sensitive" information. Ms. Bucciero was advised that NTSB did not know what information Mrs. Painter had, and Ms. Bucciero asked if she could have Mrs. Painter go "off-line", which was agreed. Ms. Bucciero relayed to NTSB the "sensitive" information consisted of unsubstantiated rumors that she alone had heard. Ms. Bucciero was advised that as part of the investigation autopsy and toxicology reports of the passengers are being performed by Bahamas personnel. She was also advised that the factual information that Mrs. Painter had would be put into a NTSB "Record of Conversation" which would be a part of a NTSB "docket" that would be released in 12 to 18 months from the date of the accident. She was informed that at this point I

was not sure if the passenger toxicology report(s) would be a part of the NTSB public docket. I reminded her that the information Mrs. Painter had would be important for the investigation in general, and also for survivability issues, which is just one aspect of this specific investigation and all investigations regarding survivability issues. After explaining this information Ms. Bucciero advised she would speak to her client and went off-line. She and Mrs. Painter returned on-line at about 0826. Mrs. Painter was asked as soon as she was back on the call if she was comfortable speaking to NTSB and she advised yes.

Mrs. Painter provided a home address of [REDACTED] West Palm Beach, Florida [REDACTED] an email address of [REDACTED]

Questions from NTSB – Monville

Q: What was your relationship to Mr. Painter and describe how long you have known him?

They were married and in fact their 27th wedding anniversary was August 11, 2019.

Q: Describe your husband's previous 7-day history leading up to July 4, 2019.

July 4, 2019 – He was woken up before midnight

July 3, 2019 – He woke up about 0600 hours and was scheduled to fly a “sunrise” flight for Florida Fish and Wildlife¹. The purpose was for eagle spotting. After waking he went to North Palm Beach County General Aviation Airport (F45), located at West Palm Beach, Florida. He flew a Robison R66 helicopter, N [REDACTED] owned by Aircraft Guarantee Corp. Trustee, and their company (Cloud 9) had a contract with the Florida Fish and Wildlife Conservation Commission (FWC) from January to the end of June for flying wetland areas. He flew 2.7 hours and landed at 0850. At 1000, he was at their school with a student for about 2.0 hours, and left the school about 1300. He went home, ate, took a nap, woke up about 1800, then went to a do-it-yourself (DIY) store to get a part for an outside water tap. He ate, watched television, and went to bed about 2200. She added that he was a “great one for napping” and would take 2 to 3 hour naps (traditional nap), but she would try to stop them at 2 hours; he could nap “anywhere.” She was asleep and was woken up by her husband who had received a communication from Mr. Jude about 2345. She was not aware of the initial call. Her husband said he had heard from Mr. Jude.

July 2, 2019 – He woke up between 0545 and 0600, and was scheduled to fly a sunrise flight for FWC. He flew 2.4 hours that day and landed at 0830. At 1030 and then at 1300, he had flight lessons with students, and finished work at 1500. Due to the early morning nature of the flights he prepped everything the night before. He left the school and went home, adding that they recently purchased their home. He took his traditional nap, then emptied moving boxes, and

¹ Per <https://myfwc.com/> Florida Fish and Wildlife was formally called Florida Fish and Wildlife Conservation Commission. When her husband was scheduled to fly early or sunrise flights, he would always go to bed early. The contract was between Cloud 9 and FWC, and included flights over wildlife management areas, including counting the spotted deer population.

Questions from NTSB – Monville (Continued)

watched television before bed. He went to bed before 2200 due to a sunrise flight scheduled the next morning (July 3, 2019- Wednesday).

July 1, 2019 – He had a first of three sunrise flights for FWC scheduled for this week. He woke up between 0545 and 0600. He flew 2.2 hours and landed at 0820. At 1100, he had a lesson with an instrument student and flew 2.3 hours. He left work at 1430, and on the way home purchased parts for a cart at the airport. He arrived home between 1530 and 1545, napped, and ate. He was in bed before 2200 as he had a sunrise flight the next morning (July 2, 2019 – Tuesday). He watched television before falling asleep.

June 30, 2019 – He was off this day. He did not have a sunrise flight, and no flying this day. He woke up late, or “well after 0800” and stayed at home. She went shopping without him, and he opened boxes². He “very possibly” took a nap, and he went to bed before 2200 as he had a sunrise flight the next morning (July 1, 2019 – Monday).

June 29, 2019 – He was off this day, but had planned to fly a non-Cloud 9 flight in a Robinson R44 owned by an aircraft mechanic that her husband knew. He woke up “earlier” but because the weather was bad, he cancelled the flight. After cancelling it he went back to bed. After waking up he remained at home and watched television. She went shopping and he “probably” took a nap. He went to bed around 2300.

June 28, 2019 – He went to work about 0900, and at 1030 had an instrument training flight that lasted 1.6 hours. She did administrative work, and they left work at 1500. She did not recall if he took a nap, and added that he would not have stayed up late because of the flight that was planned the next day.

Q: Please describe your husband’s typical schedule.

She reported he normally flew for FWC 2 to 3 times a week. And his schedule depended on the number of students. Normally, he would arrive at work between 0900 and 0930, fly with 1 or 2 students, do ground school, and leave work no later than 1600. His flying at the school was dependent on what the students needed. At the time he was flying the Robinson R44.

Q: Describe the activities of July 3rd

She recalled that her husband woke her up, and said, “we have a medical emergency.” She responded to her husband with “don’t say our son (Max) was involved in an accident in his truck”, to which he replied, “no on the Island.” Her husband indicated to her that Mr. Jude called him and said Mr. Cline’s daughter had “collapsed or overdosed” and Mr. Cline wanted his daughter flown to Jupiter Medical Center located in Jupiter, Florida, which was close to Mr. Cline’s house in North Palm Beach, Florida.

² She reported they moved into their new house about 2 to 3 weeks earlier.

Questions from NTSB – Monville (Continued)

Q: Did her husband get any text messages from Mr. Cline or Mr. Jude about the trip to the Bahamas?

There was limited text messages. There was some communication by phone. She added that they live 10 minutes away from the airport. The first text message was received at 2346 EDT.

Q: Was the urgency of the trip explained to him?

Mr. Jude suggested they fly to St. Mary's hospital. Her husband began looking at landing sites and also the weather. They then received another call that Ms. Cline had "come around" and they were to stand down. At that point they went to bed. Her husband relayed to her that maybe they should fly to the Island to be on standby, and that he should call Mr. Jude. Mr. Jude called her husband and said the mission was back on. They dressed, and went to the airport. Her husband said St. Mary's Hospital and Jupiter Medical Center refused to take Ms. Cline therefore, they had to fly to Fort Lauderdale³. She indicated to her knowledge there was only 1 person that was affected and that was Ms. Cline. She received a text message from her husband at 0049 hours on July 4th indicating he had just lifted off and may be staying on the Island until sunrise because there were 2 doctors there. The last message at 0143 indicated "landed." She confirmed that all communication to her husband concerning the flight was from Mr. Jude, and it was mostly by phone but some by text.

Q: Did you save the text messages?

Yes.

Q: What was the timeline of the communications?

She estimated about 1.0 hour elapsed between being woken up and the departure. At the airport while she remained in her vehicle, personnel from the fixed base operator were pulling the helicopter from the hangar. Between 0049 and 0143, there was no form of communication from her husband.

Q: Are you a pilot?

No, but have been involved in aviation since 2005 with Cloud 9.

Q: Did her husband express any concern to her about the accident flight, night flying, or fatigue?

³ The attorney's response on October 2, 2019 indicated that Mrs. Painter reported she had no further information about who called St. Mary's or Jupiter Medical Center and does not know how her husband learned that information.

Questions from NTSB – Monville (Continued)

No, nothing

Q: Was her husband sleeping at the time of the notification?

She thinks he was, but she couldn't be certain. She thinks the missed phone call from Mr. Jude woke him up, but he didn't answer that call. And he must have noticed the missed call. It would be unusual for Mr. Jude to call her husband at that time of night, especially since they knew he was in town.

Q: Do you have your husband's pilot logbook?

He does not have one. She does have a way to determine some of his flight time as he flew an Airbus A-star helicopter from January 2019. He has over 12,000 flight hours, and 1,500 hours night flight time.

Q: She was asked if she could provide records to document his last 7 months of night flying experience?

He did maintain his night currency as he was required to fly with students at night. Her husband was a Chief Flight Instructor for a Part 141 school and he also had been a Chief Pilot for a Part 135 operator as their sole pilot flying Robinson helicopters. She knows her husband was night and instrument current. She could provide NTSB copies of the text messages from her husband to document his night currency because he would text her when he took off and also when he needed to be picked up. This is an action item for her to NTSB.⁴

Q: Did her husband have an electronic pilot logbook?

No. He didn't keep a logbook up to date. He did track or log information needed to maintain currency.

Q: Was the urgency of the trip explained to her?

The only thing she knew was that Ms. Cline had collapsed or overdosed.

Q: If so what was explained?

It was not

Q: What was your husband's health like at the time of the flight?

Good

⁴ The attorney for Mrs. Painter provided copies of the text messages on October 2, 2019.

Questions from NTSB – Monville (Continued)

Q: What was your husband's health like in general, any illnesses?

Illnesses, no nothing. Not even a cold

Q: Did your husband consume any alcohol or take prescription medication that night?

No alcohol or prescription medication.

Q: Did your husband take any over-the-counter (OTC) medication that night?

No

Q: Did your husband express any concern to her about how the company operated the helicopter, performed maintenance, flight schedule, on-call schedule, or fatigue?

No he never mentioned any of those concerns to her

Q: Was your husband fatigued when he received the call on July 3rd?

"No, far from it."

Q: She was asked to expand on how she determined that answer.

She indicated that they hadn't had a busy week, he was in good health, and wasn't tired. He enjoyed flying again, and was well rested having 2 days off. It was a "restful week for him."

Q: Did your husband ever express any concern to her about Mr. Jude's flying ability?

No

Q: Did your husband ever express any concern about flying at night?

No. Her husband never had a problem with flying at night, adding that he, "liked it."

Q: When was your husband's last night flight?

She will have to check the school records. Action item her.

Q: Describe the typical time your husband went to bed?

2200

Q: Was your husband a smoker?

Questions from NTSB – Monville (Continued)

No

Q: Did your husband contact you before departing the airport or the Island?

She was not present when the flight departed the airport for the Bahamas. He did not contact her before departing the Island.

Q: If so what did he say?

Lifting off or just landed. She doesn't know of any other communication.

Q: How long did your husband know Mr. Jude and Mr. Cline?

Her husband first met Mr. Jude in 2004, when her husband taught him how to fly helicopters. At that time Mr. Jude was a fixed wing pilot. Her husband knew Mr. Cline on a professional basis. Her husband and Mr. Jude started their business (Cloud 9) in 2005.

Q: What was her husband's experience working for Mr. Jude or Mr. Cline? Who paid your husband for his flying?

Her husband worked with Mr. Jude not for Mr. Cline. He husband was not getting paid to fly Mr. Cline. He was working with Mr. Jude because of their longstanding relationship. Mr. Cline paid for both type ratings and also recurrent training. As such, her husband was available without pay to assist Mr. Jude or do a flight if Mr. Jude was not available.

Q: Did your husband keep a daily schedule in a memo book?

No. The only records for flight time would be at the flight school as he was with students or when flying for FWC

Q: Have you ever been to the Island? If so, who flew you?

Once, a long time ago. When they operated the AgustaWestland 109 helicopter. Her husband flew her.

Q: Have you met Mr. Cline?

Yes. She last met him 2 years plus ago, when the AgustaWestland 109 helicopter was flown to Miami. Her husband was flying, and she was in the back of the helicopter with Mr. Cline.

Q: How would you describe Mr. Cline and Mr. Jude from your husband's perspective?

Mr. Cline was very quiet and private, while Mr. Jude was a happy gentleman. He also was friendly and personable.

Questions from NTSB – Monville (Continued)

Q: Have you flown with your husband in that helicopter?

No

Q: What is your job?

Her husband and Mr. Jude owned Cloud 9. She runs the administrative side of Cloud 9, and her husband did the flying.

Q: How did you meet your husband?

A long time ago in England during an evening out.

Q: Did your husband have any major life changes in the past year?

No

Q: Did your husband wear glasses?

He did wear glasses but did not need them for flying. They were like reading glasses but he did not need them to pass his FAA medical.

Q: Was her husband on-call for flying for Mr. Cline?

Her husband and Mr. Jude were the only pilot's that were qualified to fly the helicopter. If Mr. Cline wanted to fly in the helicopter he would call Mr. Jude first, and then if he was not available would call her husband. With respect to on-call, "he was really" yes he could be called at any time to fly the helicopter.

Q: What does on-call mean with respect to your husband? Was it 365 days a year?

No not really. Her husband knew it was not likely that he would be called to fly if Mr. Jude was in-town. But if Mr. Jude told her husband he was going out of town, he knew he could be called to fly the helicopter. She added that Mr. Cline travelled a lot. And the call on July 3rd was "highly unusual" because Mr. Jude was in town. The calls to her husband to fly the helicopter were "very few and far between" adding the kind of call to fly was "could you do this flight" and he would if he could.

Q: Did your husband ever get any late night calls from Mr. Jude or Mr. Cline for an intended flight?

Questions from NTSB – Monville (Continued)

No

Q: What is Cloud 9?

They operated 4 Robinson helicopters, and her husband and 1 other person were instructors

Q: Was the Robinson R66 she referred to having her husband fly for FWC one of their aircraft?

No. It is privately owned with a contract with her husband to fly for FWC

Q: How long has your husband and Mr. Jude known each other?

Since 2004

Q: Was Mr. Jude involved in Cloud 9

He played no role or had no say as to the operation of it. He was a share-holder.

Questions from NTSB – Sevillian

Q: Please clarify what communication your husband received about the flight.

He was advised by Mr. Jude that the flight was on, off, then on again

Q: Mr. Jude told your husband that Jupiter and St. Mary's hospital refused to take the ill young adults. Do you know why?

She was not sure

Q: Who developed flight plans?

Mr. Jude would as pilot-in-command, he usually used ForeFlight

Q: Did she ever receive communication about flying to the Bahamas?

She would receive a text message when they were departing or just before lifting off, and again when the flight was 10 minutes away.

Questions from NTSB – Monville (Continued)

Q: Have you been contacted by NTSB Transportation Disaster Assistance (TDA) for updates?

She said initially she did not recall, but then added, “In the beginning yes.”

The phone call ended about 0950 EDT.

Action Items NTSB:

1. E-mail Ms. Bucciero and request copies of text messages related to lifting off from PBI on 7/4 and also landing at Big Grand Cay, Abaco, Bahamas
2. E-mail Ms. Bucciero asking for supporting documents (text messages and school records for last 7 months regarding night flying) of Mr. Painter

Questions were e-mailed to the attorney representing the pilot on September 9, 2019. The attorney’s office replied on October 2, 2019, with comments that were incorporated into the digest. The correspondence from the attorney is attached to this document.

PodhurstOrseck

TRIAL & APPELLATE LAWYERS

Aaron S. Podhurst
Robert C. Josefsberg
Joel D. Eaton
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Peter Prieto
Stephen F. Rosenthal
Ricardo M. Martínez-Cid
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John Gravante III
Lea P. Bucciero
Matthew Weinshall
Alissa Del Riego
Kristina M. Infante

Robert Orseck (1934-1978)
Walter H. Beckham, Jr. (1920-2011)

Karen Podhurst Dern
Of Counsel

October 2, 2019

Timothy Monville
Sr. Air Safety Investigator
National Transportation Safety Board
45065 Bles Park Drive
Ashburn, VA 20147
Via Email: monvilt@ntsb.gov

Re: *Our client: Debra Ann Painter,
as Personal Representative of the Estate of Geoffrey Lee Painter
Date & Location of Crash: July 4, 2019 – Big Grand Cay, Abaco, Bahamas*

Dear Mr. Monville:

In follow up to your recent requests, I am providing the below information on behalf of my client, Debra Ann Painter. Please let me know if you need additional information on any of the items.

- 1.) Who owned the R66 helicopter and what was the registration?
 - a. The R66 referenced was owned by Aircraft Guarantee Corp. Trustee and was registered as N [REDACTED]
- 2.) In my notes I have Mrs. Painter saying her husband said St. Mary's Hospital and Jupiter Medical Center refused to take them. Please have Mrs. Painter clarify who called those places and how did her husband know that?
 - a. Ms. Painter has no further information about who called St. Mary's or Jupiter Medical Center and does not know how her husband learned that information.
- 3.) On June 29th Mrs. Painter said her husband was off but had plans to fly an aircraft. I need her to clarify whose aircraft that was, and was it related to Cloud 9? Also, what was the purpose of the flight?
 - a. It was a voluntary, non-Cloud 9 flight in an R44 owned by an aircraft mechanic that Mr. Painter knew.

- 4.) Mrs. Painter indicated they had a contract for a sunrise flight with FWC. Was that always for eagle spotting on those 3 days that week? Was the contract with Cloud 9 and FWC?
 - a. The contract was between Cloud 9 and FWC, and included flights over wildlife management areas, including counting the spotted deer population.
- 5.) Was Mrs. Painter present at PBI and did she meet Mr. Jude when they were pulling the helicopter out of the hangar?
 - a. Mrs. Painter did not get out of her vehicle and did not see Mr. Jude.
- 6.) Copies of text messages related to lifting off from PBI on 7/4 and also landing at Big Grand Cay, Abaco, Bahamas.
 - a. Attachment "1."
- 7.) Copies of any text messages to or from her husband on July 3rd or July 4th, 2019.
 - a. Attachment "2."
- 8.) Any voice mail messages from her husband's phone from July 3rd.
 - a. The NTSB has Mr. Painter's phone, and Mrs. Painter therefore does not have access. From my understanding, Mrs. Painter provided to the NTSB the necessary information for accessing it.
- 9.) Text messages and school records for last 7 months regarding night flights of Mr. Painter.
 - a. Mr. Painter had over 1450 total hours of night flights. Mrs. Painter has been able to gather time for some of Mr. Painter's night flights during the seven months preceding the accident flight, only because she serendipitously had some records to derive the information from. Ms. Painter believes this is an incomplete summary and believes there to be additional time that she cannot account for because Mr. Painter was not required to keep a flight log.

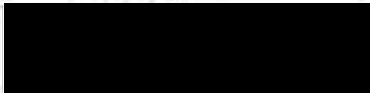
Dates:	Night Hours:
11/21/18	0.8
11/25/18	0.5
12/26/18	0.9
12/27/18	1.1

12/28/18	1.2
02/16/19	2.2
02/22/19	1.0
03/01/19	5.0
03/05/19	4.2
03/08/19	2.3
04/04/19	1.6
04/23/19	2.7
04/24/19	3.1
05/25/19	0.5

- 10.) Copy of Mr. Painter's cell phone records listing calls/texts to and from his cellular phone from June 28, 2019, through July 4th, 2019.
- a. Attachment "3."

Please let us know should you need anything further.

Sincerely,


Lea P. Bucciero

LPB/sa
Enclosures

Attachment 1

Edit

Messages



GP

Geoff

Web



Hi Cath, your code is 738702
thank you

**Cath Dawson**

4/19

15 min out x

Phone me on landline xx

Landed x

**Geoff Painter**

7/4/19

Any update? xx

Lifting , may stay till sunrise 2 doctors
on island xx

**739-81**

10/30/19

Hi Esfa, Your code is 738702

Ok just let me know x

**538-49**

10/29/19

Bank of America, Welcome to

Landed x

Thank you x

**262-966**

10/25/19

Hello, your Amazon CPE

Don't share it with anyone

Thanks!

**Geoff & Bryan**

10/21/19

That's good at least

Any update? xx

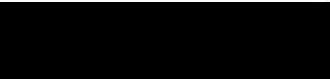
**Dale Owens**

10/19/19

**213-35**

10/16/19

9/2580 is your login code



10/14/19

**729-725**

10/12/19

Hi! You have paid \$1,381



10/11/19

**956-86**

10/31/19

Hi! You have paid \$1,381



Attachment 2

Certainly large enough

Someone doing ground hover manouvers in
bridgewater in a red 44/66

Simmons - he has a red 44, I keep out if there now
for noise toomany houses going up

Need e??

Me

Yep

Hang in

Might be a good idea to position the ship out there
tonight as a precaution

Regardless

On my way to the airport

Can I call anyone ??

Attachment 3

287010013003	G334827455		Jun 27, 2019	09:54		W PALM BCH, FL	DT	WIFI	Home Call	Out		Miami, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 27, 2019	10:01		INCOMING, CL	DT	WIFI	Home Call	In		Miami, FL	15	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 27, 2019	10:18		CALL WAIT	DT	WIFI	Home Call	In	CW	Miami, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 27, 2019	10:18		CHARLOTTE, NC	DT	WIFI	Home Call	Out		Miami, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 27, 2019	10:18		CHARLOTTE, NC	DT	WIFI	Home Call	Out		Miami, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 27, 2019	10:43		INCOMING, CL	DT	WIFI	Home Call	In		Miami, FL	5	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 27, 2019	12:42		W PALM BCH, FL	DT	SDDV	Home Call	Out		Miami 4G, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 27, 2019	13:13		COCOA, FL	DT	WIFI	Home Call	Out		Miami, FL	2	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 27, 2019	13:32		INCOMING, CL	DT	WIFI	Home Call	In		Miami, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 28, 2019	10:41		INCOMING, CL	DT	SDDV	Home Call	In		Miami 4G, FL	9	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 28, 2019	13:01		INCOMING, CL	DT	WIFI	Home Call	In		Miami, FL	20	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 29, 2019	14:10		INCOMING, CL	NW	SDDV	Home Call	In		Miami 4G, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 29, 2019	15:28		INCOMING, CL	NW	SDDV	Home Call	In		Miami 4G, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jun 29, 2019	17:44		INCOMING, CL	NW	WIFI	Home Call	In		Miami, FL	2	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 01, 2019	10:09		W PALM BCH, FL	DT	WIFI	Home Call	Out		Miami, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 01, 2019	11:52		Toll Free, CL	DT	WIFI	Home Call	Out		Miami, FL	5	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 01, 2019	11:50		INCOMING, CL	DT	SDDV	Home Call	In		Miami 4G, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 01, 2019	15:35		INCOMING, CL	DT	SDDV	Home Call	In		Miami 4G, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 02, 2019	15:09		INCOMING, CL	DT	SDDV	Home Call	In		Miami 4G, FL	4	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 03, 2019	23:47		W PALM BCH, FL	NW	WIFI	Home Call	Out		Miami, FL	4	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 03, 2019	23:55		INCOMING, CL	NW	SDDV	Home Call	In		Miami 4G, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 03, 2019	23:58		W PALM BCH, FL	NW	WIFI	Home Call	Out		Miami, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 04, 2019	00:00		INCOMING, CL	NW	WIFI	Home Call	In		Miami, FL	1	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 04, 2019	00:14		INCOMING, CL	NW	SDDV	Home Call	In		Miami 4G, FL	6	0	0	0	0	0	\$0.00
287010013003	G334827455		Jul 04, 2019	00:42		FTLAUDERDL, FL	NW	SDDV	Home Call	Out		Miami 4G, FL	1	0	0	0	0	0	\$0.00

[illegible]

287018613003	G334827455		Jun 30, 2019	16:28	Text Message	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jun 30, 2019	16:29	Text Message	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jun 30, 2019	16:56	Pict Video MSG	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jun 30, 2019	17:10	Text Message	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jun 30, 2019	17:59	Text Message	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jun 30, 2019	18:30	Text Message	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 01, 2019	12:46	Text Message	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 01, 2019	12:46	Text Message	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 01, 2019	12:49	Text Message	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 01, 2019	12:49	Text Message	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 01, 2019	12:49	Text Message	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 02, 2019	10:39	Text Message	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 02, 2019	10:47	Text Message	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 02, 2019	15:24	MTM TEXT MESSAGE	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 02, 2019	15:25	MTM TEXT MESSAGE	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 02, 2019	15:29	MTM TEXT MESSAGE	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 02, 2019	15:39	MTM TEXT MESSAGE	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 02, 2019	16:03	MTM TEXT MESSAGE	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	09:03	MTM TEXT MESSAGE	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	09:08	MTM TEXT MESSAGE	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	09:10	MTM TEXT MESSAGE	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	09:10	MTM TEXT MESSAGE	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	09:10	MTM TEXT MESSAGE	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	09:13	MTM TEXT MESSAGE	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	09:13	MTM TEXT MESSAGE	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	13:22	Text Message	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	14:35	Text Message	Home Call	Out		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	15:26	Text Message	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00
287018613003	G334827455		Jul 03, 2019	15:26	Text Message	Home Call	In		National, TX	\$0.00	\$0.00	\$0.00



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: June 17, 2020
Person Contacted: Stephanie DePietro
NTSB Accident Number: ERA19FA210

Narrative:

Ms. DePietro was contacted by phone on September 5, 2019, at 1107 EDT. She was called at [REDACTED] and left a voice mail message. She returned the phone call the same day at 1136 EDT from her work phone of [REDACTED]. She provided an e-mail address of [REDACTED].

She was advised that I wanted to interview her over the phone. She was advised at the beginning of the phone call that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. She was also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation. A conference call was set up for September 12, 2019, at 1000 hours.

On September 12, 2019, a conference call was held using the NTSB Response Operation Center. The phone number was [REDACTED] and the passcode was [REDACTED]. Also present on the call was NTSB Human Performance investigator Dr. Dajuan Sevillian, Ms. Stephanie DePietro and her attorney Mr. J. Arthur Mozley of Mozley, Finlayson, Loggins LLP, who represented her. His work phone was [REDACTED], his cellular phone was [REDACTED] and his e-mail address was [REDACTED].

At the beginning of the interview they were advised that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. They were also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation; she agreed to the interview with her attorney present. They were also advised that the NTSB would take notes, which would be typed up, and reviewed by Dr. Sevillian. If there was any questions I would contact her for clarification.

She provided an address of [REDACTED] Palm Beach Gardens, Florida [REDACTED] Her e-mail address was [REDACTED]

Her title was Executive Assistant which she has been for 12 years. Her checks come from Foresight Management. Her job includes handling business and personal tasks for Mr. Cline and his family, adding that in the last 5 years, 90% has been for his family and the remainder for business, under Foresight Reserves. It was asked as an action item to request the corporate structure of Challenger Management and all companies including her employer.¹

Her role/duties varied day to day, they were never the same. She would come to the office at [REDACTED] Palm Beach Gardens, Florida [REDACTED] She would make sure that the Executive travel was covered and would run the office “properly.” She did a lot of personal things and shipping for Mr. Cline and his children.

She was asked to explain the events of July 3rd and 4th.

July 3, 2019 –

She indicated that Mr. Jude flew Alex T. “Tanner” Cline and his friends to the Island, and Mr. Jude returned that evening.² Mr. Jude departed between 1000 and 1100. She talked with him from her cellular phone of [REDACTED] at 1930 while he was at his house.

July 4, 2019 –

She indicated that there was a change (departure time) of the intended flight of July 4th, and she could not “get in touch with anybody.” She called Mr. Jude about 0730 but there was no reply. She also tried to get ahold of Mr. Hogan and Leslie Ray but she was unable. Mr. Hogan called her back and said that Ms. Cline was not feeling well and the helicopter departed the Island. She told him that she couldn’t get in touch with Mr. Jude and was told to keep trying. She had a wedding to attend at 1300, and when preparing for that Mr. Hogan called and asked her if she was able to get in touch with anybody. She said she had not. She then called to Sheltair which has customs and was advised there was no record of the helicopter arriving. Because their aircraft are blocked on Flight Aware, she asked Sheltair to call customs to ask if the flight cleared. She was informed that the helicopter never landed. She was given the phone number for U.S. Customs and called herself and was advised the flight never landed.

She called to Mr. Hogan and informed him that the flight had not landed. She asked him if the flight could have gone to the Miami International Airport (MIA), Miami, Florida, or any other place. He said he would check on that. Mr. Hogan advised her to call the Chief Pilot to have him make some phone calls. She also called Leslie Ray and advised her the helicopter had not landed. She began making calls to see if the helicopter had landed. The Chief Pilot talked with Nassau

¹

² According to Bahamas Customs Paperwork, Mr. Ryan Hoffdahl (another company pilot) flew Mr. Alex Cline in the company float equipped Cessna 208 into Walkers Cay, Bahamas, arriving at 1140.

and Freeport to get information about the flight but reported they had no information. She called to Miami and was advised they had no record of the flight landing, adding, “that’s when their nightmare began.”

NTSB Monville Questions –

Did she have any records for either flightcrew member?

She advised that she has nothing to do with that and no knowledge of that.

Did she interact with Mr. Cline on July 3rd or July 4th. If so, how and what was the context?

She did text Mr. Cline on July 3rd. About 1000 on July 3rd, she was asked to go to the house to get personal items to Mr. Jude. She was asked for copies of the text messages.

Can you forward me any text messages from early evening?

No. She only had text messages between 1008 and 1053 am.

Was there any voice mail messages from Mr. Cline?

No

As a scheduler, does she question pilots about fatigue, or capability to fly?

No. About 5 years ago she took over the scheduling role from the Chief Pilot. Previously, Mr. Cline would contact the Chief Pilot directly.

Did she know when either flightcrew member flew last?

No I do not

To her knowledge did Messrs. Jude or Painter ever fly to the Island at night before?

No

Was there ever a need for medical evacuation from the Island before? If so, what was the issue and was it at night or day?

In her time with the company (12 years) and 5 years doing the scheduling no, not that she was aware of.

Why was Dr. Snarski on the Island?

She does not know she was there and she had no idea who that is.

Was another doctor on the Island?

I have no idea. Mr. Cline liked medical personnel to be present for gatherings.

Did Messrs. Jude or Painter ever complain to her about fatigue, night flying, or flying for the company?

No.

What was the health of Messrs. Jude and Painter?

Both were in pretty good shape, but she was not a doctor.

NTSB Monville Questions Continued –

When did she last speak with Messrs. Jude and Painter?

She couldn't recall when she spoke with Mr. Painter. She spoke with Mr. Jude on July 3rd, about 1930.

Did Messrs. Jude or Painter ever fly at night together?

Not that she was aware of.

Was there a company requirement to maintain night currency or proficiency?

She was unaware of that.

Did she track their flights when dispatching?

No she did not do anything related to the helicopter.

Who was responsible for the helicopter?

Mr. Jude was in charge of logs when he flew.

Was there a previous problem with Ms. Cline while at the Island regarding illness, etc?

No, not that she was aware of.

To her knowledge, was Ms. Cline in any drug or alcohol rehabilitation or treatment program?

No, not that she was aware of.

Has she been to the Island before?

She had but could not recall when.

NTSB Sevillian Questions –

Can you give a scenario regarding how you schedule a flightcrew?

It would depend on whether the flight was for business or personal. That would result in different scenarios. When she would be contacted for a business or personal flight, she was told the time they wanted to leave, where they were going, and to contact the pilot.

With respect to contacting the pilots, would consideration for availability would you consider?

It begins with a group text to every pilot and the Chief Pilot, who would assign a pilot to the aircraft.

With respect to the helicopter operation, was the Chief Pilot responsible for scheduling?

The Chief Pilot had nothing to do with helicopter scheduling.

Did she ever speak to Mr. Cline about pilot scheduling?

No. In the last 5 years she worked for Mr. Clines family 90% of the time, while he spent most of his time on his business. She worked for the business planning travel for company executives.

NTSB Sevillian Questions Continued –

Did Mr. Cline use the helicopter for business?

No. He owned it, but it was used 95% of the time for travel for his children. Occasionally Mr. Cline might text her about his need to use the helicopter and would specify the departure time. If that occurred, she would then contact Mr. Jude.

Was she aware the helicopter went over there?

She did not know.

Was it unusual to have the helicopter flown without letting her know?

No. Mr. Cline would contact Mr. Jude 95% of the time to arrange a flight.

Was Mr. Cline cognizant of duty day, work, rest, and fatigue issues?

I don't know how to answer that.

Would Mr. Cline question the flightcrew if they said they were overworked or not allowed to fly by FAA?

No. He would never put anybody in harms way. He was "very cautious about that."

Was it relayed to her what had happened to Ms. Cline or Ms. Clark?

She heard several different stories from different people. She does not know what occurred and also she knows is hearsay.

Could she elaborate what she was told and by whom?

She has notes and would have to review them. She was advised that NTSB would like to get a copy of her notes. She advised she could not provide them.

Couldn't or Wouldn't?

The attorney asked her if she had notes of what was said. She said she did not.

She was asked if she had any e-mail exchanges as to what occurred?

She has no e-mails.

Did she have any text messages from anybody as to what occurred?

She does not have any text messages.

Would she be willing to put down what she recalled?

Yes, what she remembers.

Dr. Sevillian asked her to write down what she recalled, and my action item was to ask for the statement thru her attorney. This was requested on June 17, 2020.

The call ended at 1102 EDT.

The digest was reviewed by Dr. Sevillian.



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: September 13, 2019
Person Contacted: Dr. Jaime Theresa Snarski
NTSB Accident Number: ERA19FA210

Narrative:

Dr. Snarski was contacted by conference call through the NTSB's Response Operation Center on September 13, 2019, at 1000 EDT. The number used was [REDACTED] and the Passcode was [REDACTED]. Also present on the call was NTSB Chief Medical Officer Dr. Mary Pat McKay. She provided an e-mail address of [REDACTED].

At the beginning of the interview she was advised that the NTSB is a federal agency mandated by Congress to investigate aircraft accidents, and NTSB has no authority to take any action against any individual. She was also informed that the purpose of an NTSB investigation is for safety only, and any person NTSB talks with has the right to representation; she agreed to the interview without representation.

Dr. Snarski was briefed on the role of the NTSB, and how the investigation was delegated to NTSB. She asked about how the information would be used, and was informed I was taking notes to be used for the investigation, and would send to Dr. McKay for review. If there was any questions between Dr. McKay and myself, I would e-mail her for clarification.

She provided a home address of [REDACTED] North Palm Beach, Florida [REDACTED].

Questions from NTSB – Monville

Q: What is your occupation?

Emergency room physician (Team Health) at [REDACTED]

Questions from NTSB – Monville (Continued)

Q: Was that your first time to the Island?

Yes

Q: Were you there in a medical capacity, were you paid, or at the request of Mr. Cline?

No, she was there as a guest

Q: What did you do after your arrival at the Island?

She first had a tour of the Island, then was dropped off at her bungalow. She went to the beach and pool, then met for dinner.

Q: Please explain what occurred regarding the 2 young adults, what timeframe that was.

She doesn't have a timeframe, but indicated it was nighttime after dinner. She was at what she called the "Great House" or the main area, and was playing games (shuffleboard) with other people. At some point someone asked if she could check on the girls as they did not look good. At that time they were on a reclining chair. That was sometime around midnight, but she did not recall specifically. She reported they both appeared to be "overly intoxicated".

Q: Describe your actions?

She did not do anything as she was there as a guest and had been drinking herself. At that point there was a lot of commotion, and people were trying to wake them up. She provided an analogy of too many cooks in the kitchen, so she stayed back and observed what was happening. She told people to leave them alone. She reported that Ms. Clark was vomiting, and she (Dr. Snarski) made sure she was on her side. People were shaking her, in an attempt to arouse her, but she told them to stop that. She was watching their breathing from a chair, and reported their respirations were OK. When she was asked to help that was when Mr. Cline became involved. It was Mr. Cline who wanted them evacuated from the Island because there were no medical supplies.

Q: Did you ask anybody near you when you were with the ill adults what had happened and had they taken anything?

Yes, but nobody seemed to know. She added that cocktails (wine and alcohol) were served at dinner, which she thought was the main issue with them. She had no idea about any other medication.

Q: Did you ask if drugs were taken?

Yes, but nobody was aware if any drugs had been taken

Questions from NTSB – Monville (Continued)

Q: What was the exact condition of Ms. Clark and Ms. Cline?

Ms Clark – was worse than Ms. Cline. She was less arousable, and was vomiting more

Ms. Cline – she was not sure if she vomited

Q: Did you give them anything or administer oxygen?

No. She asked about what supplies the Island had, and reported there was an oxygen tank, but thought it could have been empty or didn't work

Q: Did Mr. Cline ask you for your advice whether they should have been evacuated?

Not really. He made his own decision, adding it was his daughter, and wanted to err on the side of caution due to the fact it was on the Island and there were no medical supplies. At one point it was decided to hold off on the evacuation. His child was involved and the decision was his alone.

Q: Did you give advice to Mr. Cline as to the medical urgency or need to get the ill adults to the U.S.?

No. In the beginning she just observed their condition. She wanted to give them some time to see how their condition changed. Mr. Cline got the "ball rolling" as far as having the helicopter respond to the Island. She didn't say "don't' do this or don't' do that". She did not make a recommendation one way or another. Some people were saying they were just drunk, keep an eye on them. They knew she was a doctor but it wasn't her decision.

Q: Did you help load or observe the 2 ill adults being put in the helicopter?

She was by the helicopter in a four-wheeler. She didn't help at that point. There was a discussion at the time about whether Tiffany who was an emergency room nurse but also a guest would go on the helicopter. Because friends wanted to go on the helicopter, and the fact that there were no resources for her on the helicopter, she decided not to go. Her only concern for the adults were regarding the vomiting and aspirating it. She did not assist them getting into the helicopter.

Q: Did you offer to go on the helicopter?

Initially yes, but she changed her mind due to the time between when the young adults were first observed to have their problem and the time the helicopter departed.

Q: Had you known issues with Ms. Cline or Ms. Clark before?

She had met Ms. Clark that day, and had met Ms. Cline previously.

Questions from NTSB – Dr. McKay

Q: From your observations of the ill young adults, other than being intoxicated, were there otherwise any symptoms of drug use such as pinpoint pupils or respiratory issues due to opioid use?

She didn't examine them. Ms. Clark was on her side, and she did not check her pupils. She observed them while waiting for the helicopter and monitored their breathing which was OK. She reported that Ms. Clark's respirations were lower than Ms. Cline. In general, they appeared to be intoxicated from at least alcohol. Ms. Clark was vomiting from alcohol. None of the other people present knew if they had used anything other than alcohol.

Q: If you were treating these individuals in an emergency room setting, would you park them on a stretcher in a room with the curtain open to watch them, or would you intubate them?

She would have parked and watched Ms. Cline, but would have done a further assessment of Ms. Clark to evaluate the level of care she needed.

The call ended at 1033.

The digest was e-mailed to Dr. McKay for review on September 13, 2019. She replied on September 18, 2019, at 1304 EDT with comments that were incorporated into the narrative.



RECORD OF CONVERSATION

Timothy W. Monville
Sr. Air Safety Investigator
Eastern Region

Date: June 25, 2020
Person Contacted: Euell "JR" Hanshaw, Jr.
NTSB Accident Number: ERA19FA210

Narrative:

Mr. Euell "JR" Hanshaw, Jr. was contacted by phone on June 24, 2020, at 1343 EDT, and left a voice mail message. He was called at [REDACTED]

He returned the call the next day at 1529 EDT. The call was from the same phone number. He indicated that the phone he had the day of the accident became broken. He replaced it but he retained the same phone number. He had been friends with Mr. Cline since high school.

He was advised that I had called his phone number because during NTSB review of the pilot-in-command's (PIC) phone records that were obtained by NTSB subpoena, his phone number was called by the PIC's phone on July 3, 2019, at 2333:56. The call lasted 1 minute 12 seconds.

He was asked during the call if he recognized phone number [REDACTED]. He searched his phone directory and advised that phone number was Mr. Cline's cell phone. After the accident it was located at the Island.

He was asked if he was at the Island at the time of the accident and he reported he was. He was called by the PIC between 2300 and 2340.¹ At that time he was in a boat located about 150 ft away from where the girls were. The PIC asked him if he needed to come to the Island, and Mr. Hanshaw asked him why, to which he responded that Chris (Mr. Cline) had called him² and advised him that the girls were sick. He told the PIC to hold on and went to where the ill girls

¹ According to the phone records he was called by the PIC's phone on July 3, 2019, at 2333:56; the call duration was 1 minute 12 seconds.

² According to the phone records the PIC's phone was called by Mr. Cline's phone on July 3, 2019, at 2324:17 the call duration was 1 minute 17 seconds.

were. At his arrival he noted they were unresponsive. He attempted to get them to communicate but they would not, which made him very concerned. There were 2 females tending to the ill young adults. He added that there was a doctor at the Island near the girls at the time.

He called the PIC back³ and advised him the girls were not responsive. During the call the PIC told him that he was coming but he had, “to get someone to come with him.” At some point during the call Mr. Cline took his phone and spoke directly with the PIC.

He clarified that he was not aware of what happened until the PIC called him. During that first call he said the PIC said Mr. Cline called him and told him the girls were sick. The fact that they were ill did not make sense to him because not more than 1 hour earlier he had seen them and at that time, “they were fine.”

He was asked if he was aware who made the decision to fly to the Island?

Mr. Cline was afraid for the girls, who were unresponsive. He said he was afraid “they took something” because they passed out at the same time.

The digest was e-mailed to him for review on June 25, 2020. He replied the same day at 1650 EDT, with, “I have received your Email and reviewed and the attachment is correct.” The corrected digest was e-mailed to him on June 25, 2020.

³ According to the phone records the PIC’s phone was called by his phone on July 3, 2019, at 2338:19 the call duration was 3 minute 34 seconds.