



Adam M. Gerhardt
Senior Aviation Accident Investigator
Office of Aviation Safety, Eastern Region

Date: January 18, 2023

Subject: NTSB# ERA23FA109

Contacts: Barbara Fuller (Fixed Base Operator Customer Service)
Cherokee County Regional Airport (CNI), Canton, Georgia

Andrew Dittrick (CNI FBO Line Supervisor)

The individuals noted above provided the following information via written statements. The statements have been provided below and have not been edited.

1-18-23

Barbara Fuller Statement

1-?-23 Clint Clifton called to set up a rental car. He said he would be coming in after hours and leaving after hours. From 1-8-23 thru -1-12-23. He said he had done that before. I looked up his information and verified his credit card. He told me he wanted to use his personal card for this trip. He also wanted to verify what time we closed and if the self-serve was open after hours. I told him we closed at 6:00pm. and that the self-serve was 24 hours. But if he wanted we could fuel him before we close and he said he would go to self-serve. I also told him I would give him the code to the gate. He said he would get it from me later. I was having problems with the reservation so I told him it would take me a little while. So we hung up

Later I called him back to give him the confirmation number. He said he could see it on his enterprise app.

1-12-23 Approx. 1:45. I called him and asked him if he was leaving today or should I tell Enterprise he was going to keep it another day. He said he still

wanted to leave. He was going to Europe the next day leaving from Baltimore but had to go home first Washington DC. He will keep checking the weather and call me back before 6:00pm.

He showed up at approx. 4:00. I saw him park in the portico so I went out to greet him. I told him we just had a plane land and the runway lights went out. He said he wanted to wait till after the storm was over. He wanted to know where to park car. I showed him thru the line guy's door because it was pouring rain. Then he told me he was an inexperienced pilot. I told him he should talk to another pilot. I asked Keena to speak to him. They decided to get a hotel room after talking to her. When I was making the reservation he was also checking his app for prices. Mine was a better price so he chose that one at the Hampton Inn. It came up nonrefundable he said that was fine. He said he may leave early I asked the line guys what the earliest time they were going to be here and they said 7:00 am. He said he might leave earlier so I gave him the gate code one of our cards. Then he left.

He called back approx. 5:45pm and asked if our lights were back on I said yes he said he was leaving between 7 and 8. Then we hung up. I just assumed it was in the am because his hotel was nonrefundable.

Andrew Dittrick Statement

On or about January 12th 2022 at approximately 1630 the pilot of 4254T requested the line to fuel him. At that time, we had rain and lightning within 5 miles of the airport, it is our protocol not to fuel. The pilot was informed of this, and he stated he would use self-serve. At 1745 CSR's Kenna Pope and Barbara Fuller told the pilot that he should not fly, CSR Barbara made reservations for the pilot at a local hotel. The pilot was agitated because he wanted to leave and would lose money on the hotel. My shift ended at 18:00 on the 12th. When I returned to work on January 13th at 0530, I observed the pilot's rental car was on the ramp and his plane was not. Around 0800 the pilot's wife called and stated he had not arrived at his destination. She stated he had texted her at 2000 and stated he was on his way. I immediately checked flight aware which showed his flight ending at 2017, at this time my instinct told me to check self serve to see if he had gotten fuel. He had, I pulled samples at that time from our self serve as a precautionary measure. If you need any more information, please contact me via my cell or e-mail. Thank you, Andrew Dittrick

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