



## RECORD OF CONVERSATION

**Michael Huhn**  
**Air Safety Investigator**  
**Western Pacific Region**

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**Date: August 9, 2016**  
**Person Contacted: Ms. Susan Huerta (UBS Employee)**  
**NTSB Accident Number: WPR16FA158**

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**Narrative:** The following information was provided in a telephone conversation with Ms. Huerta on this date:

- Ms. Huerta is an employee of United Blood Services (UBS)
- NOTE: UBS is the commercial organization that provides a variety of medical-related services, including blood draws and logistics arrangements for transportation of that blood
  - Transportation of blood for UBS was the purpose of the accident flight
- Ms. Huerta has known the pilot for about 10 years, and they had a friendly personal/business relationship
- About 2045 on the night of the accident, she telephoned the pilot to advise him that the blood draw was completed, and that he should expect her with the delivery to FLG about 2100
- She and two other crewmembers arrived at FLG about 2100
- The delivery consisted of 4 "large" boxes and 2 "small" boxes
  - Full large boxes weigh about 30 lbs each
  - Full small boxes weigh about 10 lbs each
  - Only two of the four large boxes were full
- The four persons, including the pilot, carried the boxes to the airplane
- The pilot loaded the boxes into the airplane via the aft door(s) on the left side of the airplane
- He placed the four boxes "lengthwise" on the floor, and placed the two small boxes atop them
- He did not secure the boxes with a net or via any other means
- He closed the door(s) of the airplane
- It is standard procedure for either the delivery crew or the pilot to advise the next station/destination of the expected arrival time once known
  - The pilot volunteered to make the call to the UBS representative in Mesa to advise him/her of his expected arrival time, telling Ms. Huerta to go home to her family
  - NOTE: UBS confirmed that the pilot made that telephone call "about 9 o'clock"
- They bade one another goodbye after some small talk, and the UBS crew left the airport
- The UBS arrived at the UBS "warehouse" at 2115
- The weather at the airport was "overcast" but they could see the stars and moon overhead

- There was a break in the clouds above the airport
  - The pilot remarked how the cloud break was "perfect timing weather wise"
- Because she has known the pilot for so long, Ms. Huerta has had occasions to see him many times; she stated that he "looked good" and healthy on this particular trip