

September 11, 2016

Tail Number: 821ET

When I billed out tail number 821ET, the pilot kept saying that he was concerned that he was overweight. He was pacing the lobby and seemed a little bit nervous. Then he walked out of our lobby and his passengers followed ten minutes later.

The billing was under Ronald Shirley, but the credit card he gave me had the name Robert Drescher.

Maggie Mulhorn

[REDACTED]
Atlantic Aviation CSR



RECORD OF CONVERSATION

Elliott Simpson
Aviation Accident Investigator
Western Pacific Region

Date: September 11, 2016
Person Contacted: Robert Stave
NTSB Accident Number: WPR16FA178

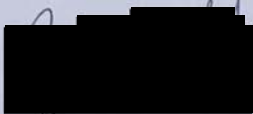
Narrative:

During a telephone interview on September 13, 2016, Mr. Stave stated the following:

- He serviced N821ET with fuel, and when complete the right wing was full, and the left wing fuel levels were between ½ and 1 inch short of the filler neck.
- The pilot, who had ordered the fuel, was seated in the left front seat, with the male passenger in the front right. The female passenger was located in the rear seat, he was not sure which side.
- While inside the FBO reception area, the accident pilot seemed very nervous, and was pacing back and forth. He seemed, "unsure of himself" and made a comment that he hoped the airplane was not overweight.
- The pilot talked about snow and Reno and Mr. Stave stated that he has seen lots of cautious pilots before, but never one as nervous as the accident pilot.
- Mr. Stave stated that the female passenger was very calm, and even though her arms were chained to her waste and her feet were chained together, she seemed unperturbed and did not give any indications that she was a danger.

Statement for Aircraft Incident 9/11/16

On 9/11/16 Aircraft Piper Arrow tail number 821ET arrived at Atlantic at approximately 1700 PST. The pilot and one passenger exited the aircraft and the pilot told me he was in to pick up a prisoner for transport. I asked if he needed any services and he said he needed some fuel. He then started talking about his weight for take-off and mentioned that he had approximated the prisoner at 180 pounds. He asked for five gallons per side, then changed it to seven per side. At that I suggested that if he took seven point five per side it would waive his facility fee. He told me to do that. So I put the 7.5 gallons per side in his aircraft. When they came out to depart I noticed that the prisoner appeared to be heavier than the estimate he mentioned. But I assumed he was ok with it. That was my extent of contact with the pilot.


Robert J Stave Jr
Night shift Supervisor
Atlantic Aviation



RECORD OF CONVERSATION

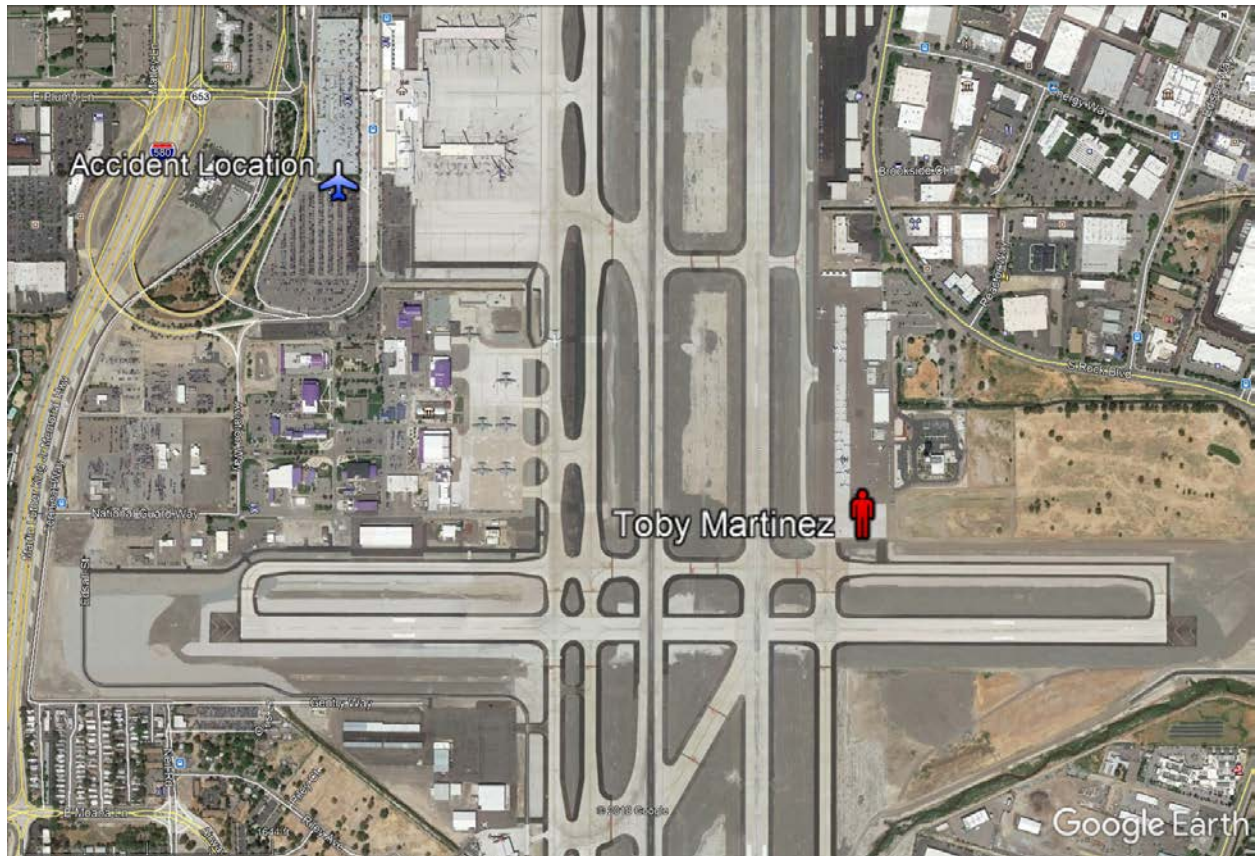
Elliott Simpson
Aviation Accident Investigator
Western Pacific Region

Date: September 11, 2016
Person Contacted: Toby Martinez
NTSB Accident Number: WPR16FA178

Narrative:

During a telephone interview, Mr. Martinez stated the following:

- He is a line technician at the KRNO Atlantic Aviation FBO.
- At the time of the accident, he was positioned at the south ramp, just north of Runway 25. (see attached image).
- The wind was blowing strongly at the time, and once the airplane had reached a position on the runway about perpendicular to his location, he observed it rotate at what seemed to be a very slow speed.
- The wings then started to dip, and the airplane rocked left and right in an extreme manner. He has seen airplanes dip their wings on takeoff many times before, but this was clearly abnormal by comparison.
- The nose then pitched up to a high angle and remained up as the airplane continued flying along the runway climbing slowly but not gaining significant altitude.
- It then began to drift to the right, and then the wings rolled right as it approached the end of the runway.
- The roll progressed with the airplane now completely on its side. It then rapidly descended into the ground.
- At no point did he see the airplane emitting smoke or vapors, and he had a full unobstructed view of it at all times.



Statement

The aircraft Lifted off at what seemed to be an extremely slow speed. The wings were rocking Left and Right, they pitched up at a high angle. The Aircraft started to gain altitude gently Drifting off to the right of Runway 25, The wings started to roll right as if the plane were going into a turn and then they went completely side ways and dove into the ground.

Toby Martinez