

STATEMENT OF FACTS

Prepared By: Victoria Hajek, Signature Flight Support, Customer Service Representative, AM Shift

Sunday, September 27, 2020

Pilot for N157RC arrived at Signature Santa Barbara on Sunday, September 27, 2020 approximately 0625. The pilot and an elderly woman about 70 years old came to the door and rang the call bell. I screened the pilot; she gave me the Tail Number N157RC. I asked her if would like luggage assistance since she had several pieces of luggage and a bicycle. The pilot stated she did not want luggage assistance. Both women entered the facility with the bags and bicycle.

Both women came to the lobby. The pilot stated she wanted to check out. I advised her that I needed a credit card, she stated she did a pre-swipe, but the credit card pre-swipe no longer showed in the system. The pilot retrieved a credit card from her bag, and I closed out her bill.

I again asked her if we could assist her with her bags. She stated she did not want assistance. She took the bicycle and luggage out to the aircraft. I had 2 pilot from N377N in the lobby at the same time. They also offered her assistance with the luggage. She declined.

The pilot came back into the lobby and gave the other woman in the lobby (who she addressed as mom) a hug and walked to the aircraft. The female pilot was the only occupant that I witnessed boarding the aircraft.

The elderly woman stayed in the lobby. She had some coffee and waited for the aircraft to depart. The elderly woman did ask why the propeller on the aircraft was not moving @ 0646. I, as well as the two pilots in the lobby explained sometimes it takes a few minutes. She sat for approximately another 5-7 minutes and then started her engine and departed.

The elderly woman came to the counter and said thank you and then left the facility.

Approximately 0742 I received an incoming call from a caller that identified himself as Bob with the Federal Aviation Administration Service. The phone number he was calling from was [REDACTED]. He stated that the aircraft, identified as N157RC had crashed and that he needed to know how many souls were on board. He stated that he did not need any other information and I did not provide any other information.

I reported this information immediately to our Matt Long, General Manager and Gil Zaragoza, Operations Director via Teams and by telephone.

[REDACTED]

Signature.
FLIGHT SUPPORT
A BBA Aviation company

Aircraft Service Record

3597988

Base _____

DATE:	TAIL #:
CUSTOMER: Trans	A/C TYPE: C182

START 100LL / AVGAS 26, 2020 06:23:36 AM	
FINISH Sep 26, 2020 06:27:51 AM	
AUTO ☐	OIL ☐
Gold Cap ☐	Lav ☐
Water ☐	GPU ☐
Hangar ☐	Initials: 1629.3
SPECIAL REQUESTS: SYS. GRS TOTALIZER GAL 81669.3	

REQUESTED FUEL AMOUNT:	Finish	Meter Reading 1
Meter Reading 2		

Gross GAL 40.0
GROSS BEGIN GAL 0.0
GROSS END GAL 40.0
GROSS DELIVERED GAL 40.0

Meter Reading 2	AVERAGE Start RATE GAL/min	Meter Reading 1
-----------------	----------------------------	-----------------

← Total Gallons → **40.0**

Fueler's Initials: W.S.	Unit #: AV-10	On A/C Time:	Off A/C Time:
--------------------------------	----------------------	--------------	---------------

DID YOU SECURE OIL/FUEL CAPS AND PANELS?

Received by: (Customer) X

Reservation # [REDACTED]
Invoice # [REDACTED]
Invoice Date 09/27/2020 06:30
Customer N157RC

Signature
FLIGHT SUPPORT
A BBA Aviation company

Registration N157RC
Trip/Reference#
Loyalty Status
Operator ID Victoria H

515 Marxmiller Place
Santa Barbara, CA 93117
Phone +1 805 967 5608
Fax +1 805 967 5781

Services provided by Signature Flight Support - SBA from 25 Sep 2020 10:39 to 27 Sep 2020 08:00 local

Description	Fuel Program	Quantity	List price	Unit Discount	Unit Price	Tax	Total price
Landing Fee		1	0.0000	\$(0.0000)	\$0.00	0.00	0.00
Handling Charge		1	[REDACTED]	[REDACTED]	\$0.00	0.00	0.00
Infrastructure Fee		1	[REDACTED]	[REDACTED]	[REDACTED]	0.00	[REDACTED]
Ramp Parking		2	[REDACTED]	[REDACTED]	[REDACTED]	0.00	[REDACTED]
Avgas		40	[REDACTED]	[REDACTED]	[REDACTED]	0.00	[REDACTED]
Other							
ASR Number - 3597988							

Total Amount

Total Amt includes Fuel Tax of

Total Amt includes Sales Tax of

Paid with [REDACTED]

I agree to the statement of services and charges as shown and have provided payment to Signature in the amount outlined above.

Customer Signature

Your feedback is appreciated. Tell us how we did today by logging into www.signatureflight.com/survey and entering Access Code: P71096408270

