

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of:

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TU206F CESSNA FATALITY

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IN BERNARD, IDAHO,

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Accident No.: WPR21FA330

ON AUGUST 28, 2021

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Interview of: JENNIFER HOLBROOK, Charter Manager
McCall Aviation

McCall, Idaho

Monday,
August 30, 2021

APPEARANCES:

STEPHEN STEIN, Investigator
National Transportation Safety Board

HENRY SODERLUND, Chief Air Safety Investigator
Textron Aviation

CARA BARBERA, Aviation Safety Inspector
Federal Aviation Administration
Boise Flight Standards District Office

RUDY ROSSI, Aviation Safety Inspector
Federal Aviation Administration
Boise Flight Standards District Office

1 I just was the regular charter person; I've been the charter
2 manager since 2014.

3 Q. Before you came here?

4 A. I worked law enforcement.

5 Q. Law enforcement, okay. Police officer?

6 A. No, I worked in the jail.

7 Q. Okay. So -- all right, so what brought you to McCall
8 Aviation?

9 A. A change.

10 Q. A change?

11 A. Politics in law enforcement I'd had enough of.

12 Q. Okay.

13 A. So -- and they happened to be hiring, I had one of the other
14 police -- my husband also worked law enforcement and one of his
15 officer's wife worked here and was the charter manager at that
16 time, so -- and they had an opening.

17 Q. Okay. So, let's talk about charter manager as a position.
18 So, what do you do as the charter manager?

19 A. Everything.

20 Q. I'll just put that down.

21 A. I do all the reservations, all the -- putting everything into
22 the system as far as -- once Eric or whoever the DO is assigns
23 planes and people -- or pilots. I do -- yeah, make sure all the
24 maintenance on the status sheet is updated that we send out every
25 night to our maintenance guys, email out dispatch to everybody of

1 what's going on, flight locate everybody. I'm trying to think of
2 -- I just do everything, so I never really -- if that makes sense.
3 It's just part of my daily duties.

4 Q. You have a very long position description.

5 A. Yeah, it is. I do a little bit of everything. I help take
6 cargo up to the planes and I kind of do a multiple of everything
7 around here -- or a lot. (Verbatim)

8 Q. It sounds like it.

9 A. Yeah.

10 Q. Okay, so --

11 A. I think I'm the longest employee who's been here. That's
12 probably part of it -- minus Laura.

13 Q. Did you come over -- you came over about the same time as
14 Gene?

15 A. Yes. Actually -- yeah, him and I both were hired the same
16 year.

17 Q. Did you guys know each other before?

18 A. No.

19 Q. No? Okay. So, let's talk a little bit about -- let's talk
20 about the day of the accident, okay? So, we spoke out there to
21 kind of get an idea about what -- how this charter flight came to
22 be. Why don't you take us through that? So, what --

23 A. I received a phone call from James and -- asking if -- or
24 asked if we could do a scenic flight and I was like -- I told him
25 hold on, let me look because we had a fairly busy schedule. So, I

1 was trying to figure out where our planes were and if we had --
2 and what time we could, if we could. I told him -- I said well,
3 yeah, I said but we can do it until later, I said it'd be probably
4 about 11:30.

5 He says okay, that's fine, that'd be perfect. I'm like okay,
6 well where -- do you know where you're wanting to go on scenic
7 flight and he goes yeah -- he by Big Creek area and Soldier Bar --
8 we want to see Soldier Bar. And then he asked if he could land --
9 if we could land there and I said no, I said on scenic flights we
10 don't typically land. And he's like okay, that's no worries, if
11 we could fly over it. I'm like yeah, we can -- that's fine and he
12 says okay and so, then he gave me his address, and information,
13 and all that, and a credit card and I hung up with him.

14 I told him -- well, I told him be here, you know, about
15 11:15-ish, hung up with him, and then as I was putting him into
16 the system, I got to looking at my board again and I went oh, I'm
17 not going to have a plane back. So, I called him back, I said,
18 James, is there any chance -- can you guys go at, like, 12:30? I
19 said I miscalculated when my plane was going to be back as far as
20 trying to do it in my head and he goes yeah, he goes that's fine,
21 he goes we've got all day long. I'm like okay, perfect, I said be
22 here 12:15-ish and he says okay, no worries.

23 And then I hung up with him, and changed the time, and let
24 Bryan know when he got back that he was going to be doing a scenic
25 flight, and that -- but we had to wait for Gene to get done with

1 the Forest Service flight that he was doing with the plane. And
2 Bryan's like okay, that works perfect, do I have -- so, I've got
3 time I can go grab lunch? I said yeah, absolutely, and so he went
4 and had lunch with his wife, and then came back and was here about
5 noon-ish, a little after noon. And so, then we just waited, he
6 did his preflighting and everything when Gene got back, and
7 waited, got fuel, and waited for James to show up. And he showed
8 up, I introduced Bryan to him as the pilot and then Bryan pretty
9 much took over from there.

10 Q. What -- so, what time did James call you? Sometime early in
11 the morning? It was that day though?

12 A. It was that day -- it was that morning.

13 Q. Okay.

14 A. I'm trying to remember if the guys had started flying yet
15 because they -- we had a flight that we had to do from Boise to
16 Salmon and I know the guys were flying that when he called. So,
17 it had to have been close to -- I'd say probably around 8:30,
18 9:00-ish or so. I honestly -- we don't -- I don't write the times
19 when people call -- what time they call me. I could maybe look
20 back on the phone, it might come up.

21 Q. No, just a rough idea. Okay. Does that happen a lot when
22 you get pop up flights like that?

23 A. Yes, it does. It happens very frequently.

24 MR. SODERLUND: Did they say what they wanted to look for at
25 Soldier Bar?

1 MS. HOLBROOK: No, they just wanted to look at things from
2 the air. He had called me a month -- I think about a month and a
3 half -- roughly when Forest Service closed Cabin Creek airstrip
4 and he wanted to go in there and go hiking for a day. He was
5 interested in going in, going hiking, doing some fishing possibly,
6 and having the plane stand by and wait and then bring him back out
7 later in the afternoon, which we have several people that do that.
8 They go fish on the Big Creek there at Cabin Creek.

9 And I said -- when he called me then I said okay, yeah and he
10 reminded me because I didn't remember talking to him until he told
11 me that I was like oh, yeah, now I remember you. And he had
12 called, though, and wanted to that and when I told him it was
13 closed he was like okay, no worries, I'll figure out -- maybe
14 we'll look at going somewhere else. I said okay and then I didn't
15 hear back from him until that day.

16 So, I don't know if they just were -- because they didn't get
17 a chance to go in, and go hike, and go fish anywhere if they just
18 wanted to see everything from the air and see what it looks like
19 back there. I honestly don't know other than he just said he
20 wanted to go look at Soldier Bar and then at Big Creek. So, I
21 don't --

22 BY MR. STEIN:

23 Q. Had you heard from James before? Is he a frequent customer?

24 A. No.

25 Q. He was new?