

Factual Report – Attachment 5
Text Messages and Related Documents

Table of Contents

Memorandum from Vice-President, Island Express..... PDF page 3
Text Message from Vice-President’s Phone.....PDF page 6
Memorandum from Operations Manager, OC Helicopters.....PDF page 11
Historical Text Messages from Operations Manager’s Phone.....PDF page 12

Attn: National Transportation Safety Board

Re: Serious of Events Leading up to N72EX Accident From Whitney Bagge's Perspective

Before every Kobe (KB) flight a group text was always created. Reason for this group text was to always keep everyone within communication for KB's flights. The texts would include KB's drivers, Patti and Ric from OC Helicopters (Broker), myself (IEX VP), and the Pilot (Ara). We would flight follow through text messages on when the aircraft lifted and when the drivers could expect Kobe to land as well as when the drivers would arrive at the designated locations. KB's people were always informed as were Ric and Patti. The flight for Sunday 1/26 was no different than any previous flights we've done before.

Saturday 1/25/2020

5:24 PM- Patti: Ok And weather look ok tomorrow?

Ara: Just checked not the best day tomorrow but it is not as bad as today

6:11 PM- Patti: Good Evening KB tomorrow Sunday January 26 Please note requested revised departure 845 heli ready, 9:00 am departure, SNA CMA SNA N72EX Ara, Driver 1 Gary, Driver 2 Robert, Pax KB GB Et al. (full names weights given prior) Return approx. 3pm ish. Advised weather could be an issue....

Ara: Copy Will advise on weather early morning

Sunday 1/26/2020

7:30 AM- Ara: Morning Weather looking ok

Patti: Copy

Ric: I'll be at SNA in :30 for a report

8:20 AM- Patti: Ara how is weather looking for 9 departure

Ara: Should be OK

Ric: I Agree

Patti: Copy Will inform them and good morning

8:39 AM – Ara: Heli at OC Standing by

Patti: Copy

8:55 AM - Gary KB driver: Robert and I standing by at CMA and good morning

Patti: Copy

9:05 AM – Ric: Hi Gary. FYI KB Backpack is in back. Up in 3

Patti: Copy

Gary: Copy

9:06 AM – Ric: Wheels up

Patti: Copy

9:33 AM – Gary: Just started raining lightly here

9:48 AM – Patti: Land?

9:49 AM – Gary: Not yet

9:49 AM – Patti called me asking if I could check to see where Ara was on the tracker (Spider tracks). I checked and saw the tracker had stopped tracking Ara at 9:45 AM so I told her I would call her right back. I called Angel (IEX Employee) and asked him if he saw the tracker had stopped. He said he was literally just looking at the same thing. I asked him to see if he could reach out to Ara over the radio and call me back.

9:53 AM – I screen shot the image of N72EX circling over Glendale and sent it to Patti (OC Helicopters) thinking this is what had delayed him. I told her the weird thing though is that the tracker had stopped at 9:45 AM which is not normal and we were trying to reach Ara over the radio now. I called Angel back and he said he couldn't reach Ara and he tried calling Garret on his cell phone too and he hadn't answered.

9:55 AM – I kept refreshing the tracker praying that it was just broken. I called Angel again and asked him to call Camarillo Airport. He said he would call me back.

9:58 AM – Angel called me and said Camarillo Airport wasn't answering. I told him to pull out the Emergency Response Manual now. We went down the list together on what it said to do. It told him to call Garret first so he hung up and called Garret again.

10:02 AM – Ric OC Heli texted the group: Ara, you okay

10:04 AM – Ric Texted the group: CMA ATIS 1,700' 4 miles

10:05 AM- Angel attempted calling Ara and Garret a few times with no success and both went to voicemail, I text him back right away "Go to the Emergency Response Manual now" Between this time and the time I got ahold of Garret I asked Angel if we had the Astar back from the island yet and he said almost. I asked him if we don't hear back we need to launch 114MX to go look for N72EX at the last known location (I knew this was in our ERP manual)

10:14 AM – I got ahold of Garret and he said he'll drive to Calabasas right now and was going to make phone calls including to Angel.

10:22 AM – our other helicopter N114MX launched to go to the last location on the tracker for N72EX. I called Angel around this same time.

10:27 AM – I called Angel and told him to have N114MX turn around there is a confirmed airplane crash in the same area where N72EX's tracker stopped. N114MX needs to go back to the hanger and shut down for the day. Cancel all remainder flights for the day and Garret will call with instructions and with what else he needs to do.

Please let me know if you have any questions. Thank you.

Whitney Bagge, Island Express Helicopters VP



5 People >

Copy

Sat, Jan 25, 5:24 PM

Ara

Wheels up in 5

5:24 PM

Patti Oc Helicopters

Copy

5:24 PM

Gary Kb Driver

Wheels up

5:24 PM

Patti Oc Helicopters

Copy. Thanks. See ya tomorrow

5:24 PM

Gary Kb Driver

Thanks everyone, have a great night
and talk to you in the morning

5:24 PM

Ara

Landed

5:24 PM

Patti Oc Helicopters

Copy.
Thanks !
Ara. Heli going back to lgb or
staying oc again ?

5:24 PM

How weather look for tomorrow

5:24 PM

Ara

Back to LGB for daily inspection

5:24 PM



Text Message





5 People >

Ara

Back to LGB for daily inspection

5:24 PM

Patti Oc Helicopters

Ok

And weather looks ok tomorrow ?

5:24 PM

Ara

Just checked
Not the best day tomorrow
But it is not as bad as today

5:24 PM

Patti Oc Helicopters

Good evening KB for tomorrow
Subday January 26
Please note requested revised
departure
845 heli ready
900am departure
Sna cma sna
N72EX Ara
Driver 1 Gary
Driver 2 Robert
Pax
KB GB Et al. (full names weights
given prior)
Return approx 3pm ish

6:11 PM

Advised weather could be issue

6:11 PM

Ara

Copy



Text Message





5 People >

Advised weather could be issue

6:11 PM

Ara

Copy
Will advise on weather early morning

6:12 PM

Patti Oc Helicopters

Copy

6:12 PM

Gary Kb Driver

Copy

6:13 PM

Sun, Jan 26, 7:30 AM

Ara

Morning
Weather looking ok

7:30 AM

Patti Oc Helicopters

Copy

7:31 AM

Ric Oc Helicopters

I'll be at SNA in :30 for a report

7:31 AM

Patti Oc Helicopters

Ara
How is weather looking for 9 departure

8:20 AM

Ara

Should be OK

8:21 AM



Text Message





5 People >

Ara

Should be OK

8:21 AM

Ric Oc Helicopters

I agree

8:22 AM

Patti Oc Helicopters

Copy

8:22 AM

Will inform them

8:23 AM

And good morning

8:26 AM

Ara

Heli at OC
Standing by

8:39 AM

Patti Oc Helicopters

Copy

8:39 AM

Gary Kb Driver

Robert and I standing by at CMA
and good morning

8:55 AM

Patti Oc Helicopters

Copy

8:55 AM

Ric Oc Helicopters

Hi Gary. FYI KB backpack is in back.

9:05 AM

Up in 3

9:05 AM



Text Message





5 People >

Ric Oc Helicopters

Hi Gary. FYI KB backpack is in back.

9:05 AM

Up in 3

9:05 AM

Patti Oc Helicopters

Copy

9:05 AM

Gary Kb Driver

Copy

9:05 AM

Ric Oc Helicopters

Wheels up 🚁

9:06 AM

Patti Oc Helicopters

Copy

9:06 AM

Gary Kb Driver

Just started raining lightly here

9:33 AM

Patti Oc Helicopters

Land?

9:48 AM

Gary Kb Driver

Not yet

9:49 AM

Ric Oc Helicopters

Ara, you okay

10:02 AM

CMA ATIS: 1,700' 4 miles

10:04 AM



Text Message





Date: April 7, 2020
To: Fabian Salazar, NTSB
et al
Regarding: Text messages/ Conversations with Ara Zobayan.

Hi Fabian.

I have attached just a few samples of the numerous text conversations between myself and Ara Zobayan regarding weather.

In the many years working with Mr. Zobayan, we texted, emailed and spoke via the phone regarding weather conditions prior to flights I had arranged with Island Express.

It was part of his conscientious and detailed nature, innate in him to make sure that conditions were safe to fly..

I can certainly attest to the fact that he checked weather continually for his flights, as I had many flights with him as pilot.

We communicated at length, always prior to flights, (and often days in advance watching weather patterns) night and day, at any hour, as needed to ensure we were good, clear for the "Go or "No Go" so I could properly advise clients and make alternate arrangements.

Many flights were cancelled or postponed due to weather at Ara's direction.

Regarding our VVIP clients, he was even more vigilant in reviewing all reports, often discussing and reviewing weather with Ric and other pilots as well. He was always focused on the safety of a flight in every aspect.

Please let me know if you should have any questions or how I can further assist.

Warmly,


Patti Taylor
OC Helicopters

New Message

Cancel

To: Ara Zobayan

Wed, Jan 15, 6:52 PM

How does the weather look tomorrow for a charter 6 PM pick up los Olivos to Santa Monica and drop

Let me check

Santa ynez

And is astar available

Some rain in the forecast
But it should be ok



Text Message



New Message

Cancel

To: Ara Zobayan

Yes Astar available

What would the airport be

Santa ynez

?

KIZA or KSMX

What closest to

Close to 4801 base-
line Ave / st ynez

I et me check



Text Message



New Message

Cancel

To: Ara Zobayan

KIZA is really close

Great. Trying to get Whitney so I can get a price for them thanks for your help

No problem

Thu, Jan 16, 8:17 AM

Morning Patti

Due to weather and forecast for today charter at 6:00 pm



Text Message



New Message

Cancel

To: Ara Zobayan

I have to ask to leave
KIZA
at 4:00 pm

Weather forecast
changed over night to
the worst than expect-
ed in that area

So can we check
weather again in a
couple hours and de-
cide he cannot make a
four he saying maybe
a five...



Text Message



New Message

Cancel

To: Ara Zobayan

Customer asking if we can update at noon to see what the weather is to make decision if we can go later or not

I'll check in the next few hours agin

But after 4:00 pm weather not looking good

OK let me know after the 12 report please



Text Message



12:06



New Message

Cancel

To: Ara Zobayan

OK let me know after
the 12 report please

Ok

Thanks

Thu, Jan 16, 11:05 AM

I'll give you final call
On weather at noon
sharp

But it is not looking
good patti



Text Message



12:06



New Message

Cancel

To: Ara Zobayan

good patti

They are not going to do. Too early for them at 4
Thanks for help. Darn Mother Nature

I know
Sorry about that

And copy



Thu, Jan 16, 5:25 PM



Text Message



To: Ara Zobayan

Thu, Jan 16, 5:25 PM



Close

KSBA

Santa Barbara Municipal



Direct To

Add to Route

● IFR

32m ago

KSBA 170053Z 09006KT 1 3/4SM -RA BKN016 OVC032
11/08 A3002 RMK AO2 RAB00E09639 SLP165 P0001
T01110078

Time 4:53 PM PST

Wind 090° at 6 kts

Visibility 1 3/4 sm

Clouds (AGL) Broken 1,600'
Overcast 3,200'

Weather Light Rain

Weather went worse
than expected and
visibilty dropped



Text Message



12:07



New Message

Cancel

To: Ara Zobayan

visibility dropped
down to 1/14 mile

Sat, Jan 18, 12:51 PM

Hi

Can you tell me flight
time in the Sikorsky for
a pick up in San Diego
take to Sacramento
and drop and return
the LGB

Please

Hi

Give me a sec



Text Message



New Message

Cancel

To: Ara Zobayan



One they know how
much it will
Coast they will back
away

Only the Sikorsky can
fly it at that time and
night right?

Yup

If weather permits

LA to Vegas just that
one leg is an hour and



Text Message



New Message

Cancel

To: Ara Zobayan

Fri, Jan 24, 3:53 PM

Forcast for our am de-
parture? What think

Think 🤔

Stand by

Copy sorry to bother
you but I'm stressing
out now that we're
having trouble with all
these other flights with
the stupid fog

Good to go



Text Message



New Message

Cancel

To: Ara Zobayan

No worries

Thanks

If only that was right now LOL

Sat, Jan 25, 7:57 AM

Hi good morning sir.
How is weather looking. Still good. Roc said gonna break

9

Ish



Text Message



New Message

Cancel

To: Ara Zobayan

Good thing heli at sna

Delivered

Morning

Weather is bad now
But Forcast looking
Better in the next few
hours

Text Message

Sun, Mar 1, 6:07 PM

Ara. The runway is



Text Message

