

This document is a partial transcript of four communications lines that are recorded in the Guardian Air Communications Center (GC). The transcription includes recordings from the time the Guardian Helicopter, Angel 1 (A1) departed Winslow Arizona until the final attempt by Guardian Control (GC) to contact Angel 1 after it became one minute overdue for arrival at Flagstaff Medical Center (FMC). Communications between Classic Communications Center (CC) and Guardian Communications Center (GC) are also transcribed.

The file name is the time stamp that's applied automatically by the recording system in the Guardian Communications Center. The format is six digits read from left to right in groups of two. All times are 24 hour format. The first group is hours, the second group is minutes and the third group is seconds. On the recording system the time is nine minutes ahead of actual time.

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There are four columns in the transcript, Time, File Name, ID and Transcript.

Time: The times were manually converted from either the file name minus nine minutes or from the verbal time stamp captured from the recording.

File Name: The unmodified file name from the original recordings.

ID: In the transcript the following Id's are used.

GC Guardian Communications Center, Michelle Allen-Transport Coordinator

CC Classic Communications Center, Rich Lightner-

FMC Flagstaff Medical Center, and name if identified on recording

A1 Angel 1, Patrick Graham-Pilot, Air Methods

UNK Unknown

Transcript: Recording converted into text by the transcriber.

Begin Transcript

Time	File Name	ID	Narrative
1516	152526		[Length of Recording 1:05]
		A1	"Control Angel 1"
		GC	"Angel 1 go ahead sir"
		A1	"Angel 1 uh departing Winslow with uh four souls, let's call it one plus uh zero four in gas, twenty five minutes to either Flagstaff or uh FMC, we've I haven't figured that one out yet."
		GC	"Angel 1 copy departing four souls on board one hour and four in fuel twenty five minute ETA to Flagstaff at fifteen sixteen"
151734	152634		[Length of Recording 1:53]
		A1	"Control Angel 1 with a request"
		GC	"Angel 1 go ahead sir"
		A1	"Could you dial up the ATIS and uh see what the temperature is in Flagstaff, seven seven nice two four three nine?"
		GC	"Copy that Sir fifteen seventeen"
			[Air 2 calls in to report twenty minutes out of Winslow 1517]
+1:09		GC	"Angel 1 Guardian Control twenty-seven celsius"
		A1	"Roger thanks two seven degrees"
		GC	"Your welcome fifteen eighteen"
1517	152656		[Length of Recording 1:17]
		GC	(Call placed to Flagstaff ATIS transcript begins with Flagstaff ATIS) "...Flagstaff Pullium Airport automated weather observation two two one seven zulu wind variable at zero six, visibility one zero, sky condition clear, temperature two seven celsius dew point minus zero one celsius.
1519	152858		[Length of Recording 1:19]
		FMC	"Operator"
		GC	"Hi this is Michelle from Guardian Air, hey Angel 1 is going to be landing on the pad in about twenty three minutes going to [pause] where in the world are they going to IC twenty eighteen" [two people talking at the same time]
		FMC	"Ok"
		GC	"Is a vented patient so"
		FMC	"All-righty"
		GC	"Thanks"
		FMC	"Thank you"
		GC	"Bye"
		FMC	"Bye Bye"
+0:38		FMC	[Bob]"Emergency this is Bob"
		GC	"Bob this is Michelle from Guardian Air"
		FMC	"Hey Michelle"
		GC	"Hey, Angel 1 is going to be landing on the pad in about twenty-three minutes going to twenty eighteen.
		FMC	[Bob] "Thank you"
		CG	"Thank you"
		CG	"Bye"
		FMC	[Bob] "Bye"
1520	152959		[Length of Recording 0:42]
		A1	"Control Angel 1 our destination is uh Flagstaff where we'll

			drop one"
		GC	"Angel 1 copy dropping one at (unintelligible) fifteen twenty"
1523	153203		[Length of Recording 1:27]
		GC	"Guardian Air this is Michelle"
		CC	"Hi Michelle this is Rich how you doing"
		GC	"I'm doing good Rich what's up?"
		CC	"Well I like you so much I'm going to send you another helicopter"
		GC	"Well shucky darn"
		CC	[Laughter], "I've got one about twenty eight minutes out coming in from the south rim this time"
		GC	"OK"
		CC	"Ah cold off-load ER already knows"
		GC	"OK I have one landing in twenty minutes also so"
		CC	"Ohh OK I'll let them know when I talk to them next and I'll tell them to be sure and get a hold of you"
		GC	"That will work and this is Lifeguard 2?"
		CC	"Yes"
		GC	"Ok"
		CC	"All right and Lifeguard 1 will be coming back too I just diverted them on their way home to Kayenta [laughter]
		GC	"That works"
		CC	"Alrighty"
		GC	"Ok"
		CC	"Bye"
		GC	"Bye"
+0:42		FMC	"Hello"
		CG	"Hi, this is Michelle from Guardian Air"
		FMC	"Hi"
		GC	"Hey Lifeguard 2 is also going to be landing on the pad in about twenty eight minutes going to the ER cold off-load."
		FMC	"OK"
		GC	"And they know about mine coming in, so"
		FMC	"All-righty"
			[two people talking at the same time]
		FMC	"Thanks"
		CG	"Bye"
		FMC	"Bye"
1523	153258		[Length of Recording 0:52]
		GC	"Angel 1 Guardian Control"
		A1	"Control Angel 1 go ahead"
		GC	"Sir for your information Lifeguard 2 is guna also be landing on the pad in about 28 minutes"
		A1	"Roger will be looking for em thanks"
		GC	"Your welcome fifteen twenty three"
1532	154106		[Length of Recording 1:10]
		A1	"Control Angel 1"
		GC	"Angel 1 go ahead Sir"
		A1	"Control Angel 1 show us ten, one zero minutes to uh the airport, three five zero six, one eleven one nine"
		GC	"Angel 1 I didn't copy your ETE but I have you at three five zero six one eleven one nine I'm showing a ten minute ETE"

		A1	"Correct on all accounts"
		GC	"Copy that Sir fifteen thirty two"
1534	154341		[Length of Recording 0:52]
		A1	"Control Angel 1"
		GC	"Angel 1 go ahead"
		A1	"Ah roger if we could get uh two of the security fellows to help us off load uh that'd be great"
		GC	"Angel 1 copy that fifteen thirty four"
1535	154419		[Length of Recording 0:51]
		FMC	[Background conversation] "Hello pause hello"
		GC	"Hi this is Michelle from Guardian Air"
		FMC	"Hi"
		GC	"Hey um UH Angel 1 is requesting extra help when they land they should be there I would say in about ten to twelve minutes"
		FMC	"Ok Very good"
		GC	"Thanks"
		FMC	"Thanks"
		GC	"Bye"
		FMC	"Bye Bye"
1535	155353		[Length of Recording 0:53]
		A1	"Control Angel 1 if you haven't figured it out we've uh landed at the hospital departed or landed at the airport departed and were about two minutes out of the hospital"
		GC	"Angel 1 copy I saw that um copy that your en route to the hospital now should be extra help there fifteen forty four"
		UNK	[incomplete transmission]
1550	155921		[Length of Recording 0:35]
		GC	"Angel 1 Guardian Control"
1550	155948		[Length of Recording 4:46]
		GC	"Guardian Air this is Michelle"
		CC	"Hey Michelle this is Rich"
		GC	"Yes Sir"
		CC	"Have you had any contact with my ship?"
		GC	"Negative"
			"We think they went down on Switzer Canyon Mesa, can do you have a unit?"
		GC	"You know what were thinking that's what it is mine is in the area I will see what I can do"
		CC	"Thank you let me know"
		GC	"OK bye"
+0:53		FMC	[Courtney]"This is Courtney"
		GC	"Courtney] this is Michelle from Guardian Air"
		FMC	[Courtney] "Hello"
		GC	"Hey we may have uh had Classic gone down at Buffalo Park"
		FMC	[Courtney] "Yeah, we have uh three units in route"
		GC	"OK it is Classic that uh or uh at least I'm hoping my planes not tracking and there not calling me either"
		FMC	[Courtney] "They said it was uh two helicopters that collided"
		GC	"OK thank you"

		FMC	[Courtney "You're welcome"
		GC	"Bye"
		FMC	[Courtney] "Bye"
+1:39		GC	[DPS calls in to inquire about status of Guardian Air and to advise that Ranger is en route]
+2:03		GC	[Michelle Allen begins notification to Guardian Personnel]

End Transcript