



EAA Chapter 648

Longmont, Colorado 80503

Monday, June 14th at at 7PM at our usual venue.



Our guest speaker will be Chad Rennie

Thanks to all of you for reading our newsletter and I will keep on working to increase our readership and don't forget to patronize our advertisers if an aviation purchase is in your future.

Remember, "Nothing happens until somebody sells something"

Chuckle of the Month:

Law of Commercial Marketing Strategy -

As soon as you find a product that you really like, they will stop making it OR the store will stop selling it!

Presidents Message

By Rick

It doesn't seem that long ago that we had to equip our planes with ADS-b OUT, at least if we flew out of an airport under the Mode-C veil. Many of us, but not all, looked at ADS-b OUT as a safety feature, especially when combined with ADS-b IN that can be utilized on many glass panels, or your iPad, iPhone, Android device, even a Windows tablet. We could see traffic near us, as well as inflight weather, and most TFR's. Times change...

I read an article where a pilot received a letter from the FAA because said pilot deviated from the recommended altitude while flying over a national park. Keep in mind, the altitudes over a national anything are a

recommendation, not a requirement. No rules were broken, yet the FAA send a tersely worded letter to the pilot from data his ADS-b OUT equipment provided.

Let's hope the FAA sees ADS-b OUT equipped aircraft as a benefit to aviation safety, and not a means to penalize pilots for a no infraction event. Regardless, be careful out there!

I have a bunch of EAA recognition certificates on my office wall, chapter volunteers and officers get these every year. Along with a pin from EAA, and a hearty handshake from your fearless leader ;) I have seven of them, or seven 'man years' of service to the chapter, it's time for me to move on.

I took the presidential reigns from Dick Socash about three years ago, it seems like it anyway. My first command decision was rescheduling our Christmas Party to a different venue. Next up was probably something equally important, then Covid hit and we were literally at a loss as to how to behave. About this time Doug Sikes retired his position as Treasurer and Dan Berry took over with nothing but a few kind words from me. Well, I think it was me anyway. Dan took the wheel and coordinated online signups and payments via PayPal, we updated our chapter website to reflect that, and Dan balanced the checkbook (Kim told me to say that), and Dan was instrumental at giving guidance to the Innovation Center about purchasing and building a Van's RV-12 kit as part of the aviation program there.

Steve Kerchner, our Chapter VP, also came online while I was chapter VP. Steve really hit the ground running, all the recent guest speakers and programs have been his idea. And he shows no indication of slowing down.

Was all of this because of me? No, don't think it for a minute. I mention Steve and Dan so you know the chapter is in very capable hands even if I'm not there.

Effective June 15th I resign my position as your Chapter President. I'm not going away, I just can't be a chapter officer anymore.

Fly safely, and be cautious of your ADS-b OUT trail, the FAA IS watching us.

Rick

This month's thoughts

by Haiko

Well, it is good to be back again, but we had a grand time on “Green Turtle Cay” for three weeks in the Bahamas. If one is not used to doing “nothing”,



it is actually pretty hard work to fill your day with doing nothing. We did a lot of scuba diving and snorkeling on the Island but also experienced a lot of hurricane “Dorian” destruction that is still evident.

When we asked why the cleanup is progressing so slowly, we were told that the majority of the 400 plus residents on Green Turtle Cay cannot afford to pay for homeowners insurance and therefore were not covered when Dorian hit in 2019.

Traveling Internationally during this Covid-19 pandemic was an experience all by itself, starting with a covid PCR test here in the US that could not be any older than



5 days, uploading the test results to the Bahamian Health Ministry and purchasing a required Bahamian Health Visa at \$40 per person. Another 5 days after arrival in the Bahamas a new negative PCR test was required in addition to filling out a daily questionnaire sent to your smart phone by the Bahamian Health authorities for the next 14 days. At first, we thought this was a little over the top, but we got used to it. We had the feeling that some of these regulations were designed to collect revenue. But we are back with a healthy tan.

I did have an interesting experience on our return trip from the Bahamas and even though it has nothing to do with our favorite subject, general aviation, it describes the lack of customer service with the travel and airline industry – here it goes:

What ever happened to “Customer Service”?

A few weeks ago my life partner and I decided to get away from the Covid19 madness and we attempted to book a trip to our favorite Bahamian Island for a three week vacation.

Being a senior citizen of advanced age, reasonably computer literate, I decided to go to the many internet “travel sites” and chose the “E” service. Why am I not telling you what the “E” service is? I don’t want to get sued.

After a bit of navigating on their website I found the roundtrip flights that would work for us.

The round trip was booked on two separate airlines (airline “A” and airline “F”) as one-way tickets both ways.

The outbound flight to the Bahamas was uneventful and we had a wonderful time for 20 days. On our attempted return trip home is where the proverbial “doodoo” hit the fan. We are at the airport but were told that our return flight with the “F” airline had been cancelled!!

What? Who cancelled that flight? I know I did not. I have a smart phone with email service and did not get any message from the “F” airline regarding a cancellation.

How are we going to get home?

The agent at the counter: “Well, sir, you need to book another flight.”

Me: “Do you have any idea how expensive an airline ticket is that needs to be booked the same day?”

Agent: “I’m very sorry about that”

Of course, it was not his fault.

Turning to my partner: “Well, honey, I guess we are stuck in Miami for the night until I get on the computer to try to figure out step 2”.

We checked into a hotel for an overnight stay and a few minutes of computer research into what had happened to our reservation.

What am I thinking? A few “minutes” computer time?

Settling down in our room, I retrieve my laptop from my suitcase and log on to the “E” internet travel agency website and my account. Sure enough, the return trip shows up as “cancelled”. I am trying to find a phone number to talk to anyone at the “E” travel site about this cancellation and I am directed to their “virtual” agent.

Have you ever communicated with a “virtual” agent? Unless your exact issue is in that computers database, the “virtual” agent has no idea what you are talking about but finally let me push a button to talk to a live agent – what a relief.

It is 9PM by now, I have a phone number and have a chance to talk finally to a live agent! Let's give them a call.

A recorded message on my phone tells me that my call "may be monitored or recorded in order to improve the quality of our service". That's OK with me – let's get on with it!

The next recorded message is that "because of an unusual high volume of calls there may be a wait time of from 3 to 6 hours"!

Are you kidding me? My phone will be running out of juice way before that. It is 9PM and I will have to monitor my phone for maybe 6 hours?

But I am lucky! If I cannot hold the line, they will be happy to call me back within the next 3 to 6 hours.

Same problem – I will have a sleepless night listening to my phone, so I respectfully decline the offer.

I have no other choice but to book a flight with another airline to get out of Miami back to Denver in the morning – at an elevated price, of course.

Finally, back home again and I am all fired up to give the booking agency "E" a piece of my mind. Get on to their site and the whole routine starts all over again.

But I am at home and will play the waiting game to get a call back.

Am I now condemned to sit on my couch for 3 to 6 hours hoping for a call back? I am retired but waiting for a call that may or may not come is not one of my favorite activities and I have other things to take care of so I put all my paperwork in my back pocket along with my phone because I am sure I need to provide the ticket number, the itinerary number (a 14 digit number), the confirmation code and my credit card number in order to get any help.

Now I can complete all my errands with all that stuff in my back pocket.

A couple of hours later, voila, my phone rings!!

I answer and get the message inquiring if I am the one that wants to receive this call. Hell, YES!!!

And I am on hold for another 15 minutes until finally a live person is on the line, with a strange, barely understandably foreign accent.

"Hello, my name is Rudy and how can I help you?"

Me:" Hello Rudy, you sound like you are calling from New Delhi, India" he did not respond to that question.

Rudy: How can I help you, Sir?"

Me: "I want to know why my return flight from Miami with the "F" airline was cancelled and who cancelled it and I want a full refund back onto my credit card"

Rudy: "I am sorry sir but looking at your account I can only tell that the flight was cancelled, and I don't know by whom."

Me: "So, how about getting a refund for the cancelled flight?"

Rudy: "I am so sorry, sir, but our agreement with the "F" airline does not allow me to issue a refund. You will have to contact the airline directly."

Me: "But I paid YOU, the booking agency and not the airline so I reasonably expect the "E" booking agency to handle the refund."

Rudy: "I am so sorry, sir, but I cannot do that."

Me: "OK, Rudy, can you give me the phone number for the "F" airline?"

Rudy: "Yes. Sir, here you go." And he gives me the phone number. Now I am totally relieved that I can call the "F" airline. I dial the airline number and you would not believe what happened again:

A recorded message tells me that my call "may be monitored or recorded in order to improve the quality of our service".

The next recorded message is that "because of an unusual high volume of calls there may be a wait time of from 2 to 4 hours".

Not again!

But I have no other choice but playing the waiting game again.

A few hours later I talk to an agent of the "F" airline explaining to him that I want a refund for my cancelled ticket. He suggests that I contact the "E" booking agency. I told him that I had done that and was advised to contact the airline directly. He opined that it was incorrect information that they should have told me to go on the "F" airline website and click on the "request refund" button.

I did just that, but I am not holding my breath!

Do they really monitor or record customer phone calls in order to improve customer service? I think NOT. And if they do, it's not working.

By the way, I ran across an interesting video clip explaining what control towers do and not do. Here is the link: <https://youtu.be/FM3dmaC4z8E>

For Sale



STOL CH 801 HD/SD Complete Advanced Airframe Kit (AAK)

The advanced airframe kit (AAK) includes all elements from the QBK/A (see above), but with a long list of additional factory-installed components (gear, wheels, brakes, controls (stick & pedals), doors, fuel tanks, etc.) Not included in this advanced airframe kit: firewall-forward package, powerplant, instruments & avionics, paint, and upholstery.

\$89,250.00 This is Zenith's price for the unassembled kit without engine and instrumentation.

My CH801 is fully assembled with a 6 Cyl., 230 HP Subaru engine and was flown for a few hours but sustained some damage in one of our violent spring storms, tearing loose from the tiedowns. There was some damage to the warp drive prop (three of the four blades need to be replaced), spinner, the leading wing STOL slats and the windshield.

I will sell the complete aircraft
for **\$85,000 or best offer.**

If interested call me (Haiko)

at 970-344-4599



EAA 648 Chapter Officers:

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