

ERA23FA087

AIR TRAFFIC CONTROL

Group Chair's Factual Report - Attachment 4
Interview Summaries and Transcripts

Interviewee: Steve Glassco
Representative: Shad Mitchell

Date/Time: December 19, 2022 / 1055 EST
Location: Atlanta Air Route Traffic Control Center (ZTL ARTCC)
Present: Will Chamberlain - FAA; Karena Marinas - NATCA
Investigator: Brian Soper - NTSB

During the interview, Mr. Glassco was asked a series of questions by the group, and below is a summary of the questions asked (Q) and answers provided (A):

Q: What was your age on the day of the accident?

A: 38.

Q: What are your operating initials?

A: GS.

Q: What is your title?

A: Certified Professional Controller.

Q: Do you have any military or pre-FAA ATC work experience?

A: No.

Q: Do you hold any collateral duties, or have you been on any recent details?

A: No.

Q: Could you please describe briefly, your ATC/aviation background?

A: He had always been interested in aviation and was a Collegiate Training Initiative (CTI) graduate and was hired by the FAA in 2011. He first worked at Memphis (ZME) ARTCC until 2018 when he transferred to ZTL ARTCC.

Q: Have you had an opportunity to review a replay of the event?

A: Yes - Audio and video.

Q: Based only on your observation of the event replay, on a scale of 1-5, 5 being the heaviest, how would you classify the traffic volume at the time of the accident?

A: 2.

Q: Based only on your observation of the event replay, on a scale of 1-5, 5 being the most complex, how would you classify the traffic complexity at the time of the accident?

A: 2.

Q: What is your viewpoint of the accident sequence and how things went - how may it have been handled in another Area?

A: The first thing he noticed that it felt a little unusual how many times the pilot said mayday without identifying themselves. The pilot seemed very anxious, more than a pilot in a normal emergency. The pilot left their assigned

altitude of 6,000 feet climbing to above 6,500 feet. The controller offered two different airports, and he recalled the ceiling at ALX (Thomas C Russell Field) being 800 feet overcast, and the pilot did not seem to have control of the airplane anymore. The controller informed the pilot about the minimum IFR altitude (MIA) of 2,900 feet when the aircraft was at 3,400 feet. The controller then lost him at 1,600 feet and continued trying to contact him with no response, even trying a relay through another airplane, but also with no response.

Q: Did the services provided here meet your expectation as a CPC?

A: Yes.

Q: Anything particularly concerning about this one - or the opposite - not as concerning for any reason?

A: The pilot was going to try to do a visual approach and was trying to get down as soon as possible but it was below minimums and the pilot elected to do it anyway.

Q: Based only on listening to the replay and your experience - what was your impression of the pilot's state?

A: He felt the pilot sounded extremely nervous.

Q: Have you experienced similar emergency scenarios in your time working here or anywhere else?

A: He had only one that was somewhat similar, and the pilot was ultimately able to land safely. That was when he worked at ZME ARTCC.

Q: When we were walking through the ARTCC today, we noted that the supervisors were generally sitting at their desks - is that typical or are they more often in the Area?

A: They are generally at their desk

Q: Do the supervisors monitor sectors in the Area using remote headsets?

A: When weather is heavily impacting the area, they would but he did not know how they decided which sector to monitor.

Q: Do you recall the most recent recurrent training and subjects?

A: He believed the last one was done over the summer and it included weather and icing, and hijack information was one of the topics as well.

Q: Do you guys do sims with the recurrent training or just classroom?

A: It was a combination.

Q: Were there eLMS¹ courses with those?

A: Yes.

¹ eLMS - Electronic Learning Management System - The official system of records for Department of Transportation (DOT) employees' training. eLMS provides online courses, instructor-led-training, and capabilities for Individual Development Plans (IDP's) and competency management.

Q: What do you remember from the sims that were associated with that training?

A: Just that it was uneventful. There was one with a hijack where they ultimately responded, and one where they did not respond. Additionally, there was something weather related.

Q: Do you have low sectors in your area?

A: Yes.

Q: Do you provide approach control services in those low sectors?

A: Yes.

Q: Do you train on providing approach services and the different approaches?

A: Once certified - Yes.

Q: You came to ZTL ARTCC in 2018, correct?

A: Yes.

Q: We noticed aeronautical charts located above the positions in the area, what are they?

A: He thought there was a VFR chart over one, then an area specific map. He thought there was also a high-altitude map and said they had highs and lows on each side.

Q: How familiar are you with the terrain in the area of airports? Do you have just a general knowledge of the MIAs or do you have a more detailed knowledge of the terrain that those MIAs are based upon?

A: For the most part, just the MIAs. Toward Chattanooga he was more familiar because he used to live over there.

Q: Do you know generally, how the MIAs are set at above the terrain?

A: 1,000 feet clearance of the highest obstacle underneath.

Q: Is your airspace near the airspace where this accident occurred?

A: Yes, it was about 15 miles away maybe.

Q: What are the general expectations with regard to the radar and radio coverage nearest to that area?

A: Typically, 4,000 feet and above they had good coverage. In the area of accident, Montgomery approach or Area 5 would always work them.

Q: Are you provided consistent feedback on performance?

A: He first said annually, then amended that to quarterly.

Q: How often do you receive Performance Records of Conference (PROCs)?

A: Rarely.

Q: Are you briefed when an event happens in the facility, even for awareness?

A: No.

Q: Do you know what a CAP is?

A: No.

Q: So, a CAP is a corrective action plan for something that occurred or was deficient. Do you recall any briefings about any CAP?

A: No, he had not received a single Team or QC briefing since he had been there.

Q: Do you have an emergency checklist at each sector?

A: Yes, since receiving the new scopes it was available through the master toolbar. They could create a "tear off" or it was also always accessible through the toolbar.

Q: Are you familiar with the ALNOT process and requirements?

A: He was generally aware and said that after 30 minutes they would notify the supervisor and contact the DEN.

Q: Regarding the emergency checklist on the scope, what does that look like?

A: There was a smaller box on the scope, and it contained 8 or 9 items that could be highlighted by the controller.

FACREP: Said if they did not have a tear off, then they had to go to the master toolbar and there were various checklists available, one of which was the emergency checklist.

Q: Are these checklists able to be archived in any way?

A: He believed there was an archive, but controllers could see actively what they were doing.

Q: When did you receive the new scopes?

A: He thought it was spring.

Q: Do you feel it was a good change?

A: Personally, he felt it was.

Q: If you had an emergency in your area, what would that look like?

A: He would find out pilots' intentions, might call the supervisor if he had a moment, but would talk to the pilot first. If it was a medical emergency, he would ask for the pilot's age/gender/nature of emergency and if there was a doctor or nurse onboard but would be focused on getting them down immediately. He would do an "AI" (airport information) function to locate the closest airport for landing which also provided the basic information about what was available at that airport.

Q: When would you pull up the emergency checklist?

A: In this instance, the pilot was just wanting to get on the ground and based on the pilot's speech and the fact that he sounded like he was struggling to keep the airplane in the air, he might not pull it up right away. But like an airliner, he would run the checklist because they had an emergency but not necessarily imminent.

Q: Is there a requirement for you to tell the Supervisor if you have an emergency?

A: Yes, there was a requirement.

Q: Are you an on-the-job training instructor (OJTI)?

A: Yes.

Q: Do you teach emergency handling procedures?

A: Yes.

Q: Do you currently have a primary trainee?

A: Yes. He had just finished one up last month and was picking up a new trainee on January 1st.

Q: How do you work in emergency handling training?

A: He would do a scenario-based example when it was not busy.

Q: Do you include that information on the training critique?

A: Maybe, if it was a slow period and needed content to fill a critique.

Q: Is the simulator program here used outside of initial training and certification?

A: Yes. He said it could be used for proficiency but was usually done so only as a result of something negative. Other than that, it was used in recurrent training, labs, and things like that.

Q: Was there an annual requirement to conduct simulator training?

A: Yes. He said the D-sides and R-sides were each done annually.

Q: Is that very basic?

A: Yes. It was tailored to the Area and covered the recurring training topics for that year.

Q: When you're conducting OJT, is there a list of criteria required to be covered?

A: There was only a checklist when finishing up an R-side or D-side indicating that the OJTI had gone through everything with the trainee. There was a long list of various things - weather, emergencies, back up, etc.

Q: Do you check-off items throughout the session, or just wait to talk about items at the end?

A: Usually when they were getting close, he would start working through it. Parts that he was confident they could do, he may just initial.

Q: Does only the OJTI initial or does someone else also initial critiques?

A: Only the OJTI to his recollection.

Q: Are you on the Local Safety Council (LSC)?

A: No.

Q: Do you know if the LSC has been able to meet regularly and do you receive any information from them?

A: He did not personally get any information from them. A person on his team is on LSC, so he knew they met because she would sometimes be gone for the last part of the day.

Q: Do you do receive Partnership for Safety (PFS) briefings every month?

A: No.

Q: How involved are the OMs in the control room?

A: For the most part he said, they just remained up front.

Q: Was there anything identified as being distracting facility-wide?

A: No.

Q: Hindsight being 20/20 and knowing what you know now, do you feel there is anything that could have been done differently?

A: He stated that he felt this pilot was going to die no matter what he did and that the controller did what he could, and pilot did what he had to do. The low altitude here was just adding more stress to the pilot and he personally did not think there was anything that could have been done differently.

Interview concluded at 1155 EST.

Interviewee: David Coste
Representative: Mark Tomicich

Date/Time: December 19, 2022 / 1353 EST
Location: ZTL ARTCC
Present: Will Chamberlain - FAA; Karena Marinas - NATCA
Investigator: Brian Soper - NTSB

During the interview, Mr. Coste was asked a series of questions by the group, and below is a summary of the questions asked (Q) and answers provided (A):

Q: What was your age on the day of the accident?

A: 45.

Q: What are your operating initials?

A: XR.

Q: What is your title?

A: Operations Manager (OM).

Q: Do you have any military or pre-FAA ATC work experience?

A: Yes. He served as an air traffic controller in the United States Air Force (USAF) from 1997-2001. He was stationed at Cannon Air Force Base and worked in the radar approach control (RAPCON).

Q: Do you hold any collateral duties, or have you been on any recent details?

A: No.

Q: Could you please describe briefly, your ATC/aviation background?

A: After his discharge from the USAF, he applied to and was hired by the FAA. After completing initial training at the FAA Academy in Oklahoma City, OK he went to work at Roswell Airport Traffic Control Tower (ROW ATCT) and worked there until 2004. In 2004, he transferred to Oklahoma City (OKC) ATCT and worked until 2010 when he transferred to Columbia (CAE) ATCT and worked there for two years. In 2012 he transferred to Boston (ZBW) ARTCC, worked for three years until accepting a position at ZTL ARTCC in 2015. In 2017 he was selected as the air traffic manager (ATM) for CAE ATCT where he returned and worked for two years followed by two years as ATM at Greer (GSP) ATCT before ultimately returning to ZTL ARTCC as an OM in 2021.

Q: In the terms of Excellent, Good, Fair, Poor; how would you describe your overall health?

A: Good.

Q: Was drug/alcohol screening performed following the accident?

A: No.

Q: Any major changes in your health over the last year?

A: No.

Q: Any major changes in your personal life over the last year?

A: No.

Q: Any major changes in your financial situation over the last year?

A: No.

Q: In the 72 hours immediately preceding the time of the accident, how was your rest, eating, and daily activities?

A: Normal daily routine, including sleep, meals, and activity.

Q: Did you file an ATSAP² as a result of this event?

A: No.

Q: Have you been interviewed about this event prior to this interview?

A: No, only the pre-briefing with FAA Event Response Team (ERT) and FAA Chief Counsel.

Q: Have you had an opportunity to review a replay of the event?

A: Yes – Audio and video.

Q: Was a relief briefing conducted when you assumed the OM position?

A: Yes; with a checklist and recorded.

Q: Were there any distractions at or leading up to the time of the accident?

A: He did not recall any distractions in the control room at the time, but did recall it was not long after stand-up because he was training a new OM at that time.

Q: Do you recall the general weather conditions at or leading up to the time of the accident?

A: It was IFR and there were low ceilings and low visibility in many different areas.

Q: Did you receive the pre-duty weather briefing on the day of the accident?

A: He could not recall if he had received the pre-duty weather briefing on that day, but he did attend stand-up and had received the full Center Weather Service Unit (CWSU) briefing there, which normally covered everything that was in the pre-duty weather briefing.

Q: Did you have a cellular phone or personal electronic device on you at the time of the accident?

A: Yes, and it was off.

² ATSAP – The FAA’s voluntary safety reporting program for ATC personnel based on the Aviation Safety Action Program (ASAP) model. A defined partnership model where safety issues are resolved through corrective action rather than through punishment or discipline. The program includes collection, analysis, and retention of safety data reviewed and acted upon by the FAA and NATCA.

Q: Had you requested a relief or assistance leading up to the time of the event?

A: No.

Q: Did you or someone else notify your supervisor about the event?

A: Yes, he notified the ATM.

Q: Could you please take a few minutes to explain with the greatest detail possible, your recollection of the sequence of events related to this accident?

A: What typically happened, was someone would walk up to the watch desk to notify the OM. In this case, Jason Carter came around the corner and said something about an aircraft with a rough engine and that he had to deviate to another airport. Mr. Coste said he told Jason to keep him informed. Shortly after that, they reported losing communications with the aircraft. He called Montgomery approach to ask if they could see anyone around the airport. He did not know where the aircraft was or what altitude he was at but in that portion of the airspace he said it was common to lose aircraft. He remembered the controller saying he lost radio communications but was not sure if he had lost radar. He could not recall the conversation exactly, but the second time he called over he talked with a supervisor that said he had received a phone call from Alexander fire department reporting a downed aircraft. At that point, an ALNOT was filled out and walked back to Flight Data who entered it in. From that point, He was just continuing with required notifications and coordination and grabbed an accident package from next to the watch desk.

Q: The "accident package" - what does that include?

A: He said things like Step 1, notify the ATM, notify the JASEN, DEN, ROC, etc. and pull weather from the airport.

Q: Did the services provided by the R9 controller meet your expectation as an OM - what you expect from all radar controllers?

A: No - he would have expected some form of course guidance, issuance of an instrument approach or something. He would not have expected him to be sent direct because what if he couldn't get through the clouds? He also didn't understand why no altitude information was provided. He would have expected the controller to find out where they were going, with clearance to a fix or radar vectors, an altitude to maintain, then if the pilot could not comply - that would be a different situation.

Q: Anything particularly concerning about this one - or the opposite - not as concerning for any reason?

A: It seemed like a normal emergency and not really out of the ordinary. When listening to the tapes, he did not remember whether it was reported as engine out or rough running but did remember hearing in the tapes the pilot say he got his engine back.

Q: What was your interpretation or impression of the pilot's state if any?

A: It was tough for him to recall; he did not hear the initial transmission when the pilot declared a mayday and did not recall anything beyond that.

Q: As an OM, when do you expect to be made aware of an emergency in progress?

A: ASAP but said there was always a "certain amount of lag" because it could be affected by a variety of things such as workload for example.

Q: Were you made aware of the situation as you would expect in this case?

A: Difficult to say; by the time he was told, very little time had gone by before they said they lost radios. He would expect the supervisor to tell him as soon as possible and was not sure when he was notified.

Q: Where were you physically when you were made aware?

A: At the OMICs desk probably at the operational position with the OM trainee also present, and she assisted in coordinating.

Q: Do you have a particular Area that you oversee in the ARTCC?

A: Yes - Areas 3 and 4.

Q: In that capacity, what do your duties include?

A: He was the lead negotiator with the Union, managed eight supervisors, provided operational oversight of the ARTCC while on position, made sure they were up to date and that things were being done as required, like tag teams, Local Safety Council (LSC), overall efficiency of the operation.

Q: Do you ever participate in recurrent training or annual training in the facility?

A: Yes, OMs were required to participate. He could not recall what the last round of recurrent training included, but said they were currently in the process of DataComm³ so there were a lot of things going on.

Q: So, you guys are rolling out DataComm?

A: Yes.

Q: Is it in the Areas yet?

A: No, they had just been in the process of pulling controllers off the floor to get them through training while also dealing with currency.

³ Data Communication Program - The Data Communications (Data Comm) program delivers air-to-ground data link infrastructure and applications that enable controllers and flight crews to exchange air traffic control information more efficiently than existing voice communications. Data Comm services enable the transmission of complex instructions that can be quickly and efficiently loaded into an aircraft's flight management system upon review and acceptance by the pilots. Program benefits include reduced communication time between controllers and flight crews, improved NAS efficiency and capacity as a result of reduced delays and increased throughput, enhanced safety through the mitigation of errors that can occur over voice, and reduced environmental impacts as a result of less fuel burn and CO2 emissions.

Q: Speaking of currency, are you required to maintain currency of any kind?

A: No.

Q: Do you expect a supervisor to notify you with emergency or accident?

A: Yes - Emergencies.

Q: How was that expectation communicated to the supervisors?

A: It was part of an ongoing conversation with all supervisors. He believed it was well known amongst the supervisors. He did not recall if it was written down in an order or not and had never been asked that question before. He said that it just seemed obvious that they would.

Q: Regarding the LSC here - how often do they meet?

A: He believed once per month.

Q: What was the general makeup of the LSC?

A: A Union representative and a supervisor from each area.

Q: Do you guys hold any team briefings or training briefings on a regular basis?

A: Yes and no. In certain aspects they did. They did not have all hands briefings like they used to - it may have been smaller groups facilitated through the supervisors. Occasionally they had briefings upstairs like when "respect briefings" were done. But smaller groups than they used to be. Whether LSC, respect, DataComm - he was not sure, it seemed like there was always something being briefed. They had been making an effort to get team training back on track, but it was tough with COVID, DataComm, etc. In January it was becoming mandatory that supervisors would meet monthly with every one of their team members one on one.

Q: What is your role in the issuance of an ALNOT?

A: OMs filled it out, ensured it met the criteria, and did not wait to get every little bit of information beforehand delivering it to Flight Data who would enter it in.

Q: With emergency reporting, do you do the MORs?

A: Yes.

Q: Do you follow up with the external entities, like the DEN and so forth?

A: Yes, and sometimes the supervisors would reach out to adjacent facilities depending on the situation.

Q: Regarding the pre-duty weather briefing - is compliance captured in CEDAR and are OMs captured the same way?

A: No, they were all captured on a KSN website. It still went through CEDAR but was maintained on a KSN website.

Q: What is an OM's expectation of OSs regarding the time spent at the desk vs time spent in the operation?

A: He had no expectation in that area. OMs would consistently engage them, he would often walk down the aisles for example, keeping them engaged. Also, OSs were required to wear headsets.

Q: Do you recall if the OS in this case was on headset?

A: He was not sure.

Q: Do you recall the last time there was a briefing provided to the workforce for required reporting elements?

A: He did not recall.

Q: Are you normally in close communication with all OS's that are on while you are working as OM?

A: Yes, via email and we have cordless phones, plus he was consistently walking down to the areas and engaging them directly. But there was a lot of one-on-one communication conducted via phone or in person.

Q: How often have you seen emergency situations similar to this one here?

A: It varied from day to day. Some days as little as 1-2 per shift while sometimes there might be 3-5 in a shift. A majority were routine, like airlines with medical or in-flight precautionary emergencies. Low-level GA type emergencies like this were far rarer. These GA ones were generally higher risk in his opinion so that's where the focus was.

Q: Do you know if it is common to work without D-side controllers here, or is that completely dependent on Area?

A: Depended on the Area. Some may never need a D-side, while others would rarely be without them. There was a push to split positions first before opening a D-side.

Q: How many OMs do you have here, and do you meet separately at all to discuss work related issues, challenges, etc.?

A: He said they were in a transition period. One OM was transitioning in to replace him, one was coming in to replace Chuck - but there were currently three full time OMs - maybe 4. He believed there were supposed to be seven OMs. They did have meetings, but that had recently become more challenging. Starting about 1.5 years ago they would ensure they met before they would meet with the ATM or XO.

Q: What is the OM's relationship to/with the Quality Control Manager (QCM)?

A: Every time they had a "front end" meeting - they had a QCM meeting. The QCM also spoke every day at stand-up (or at least had the opportunity to speak) - and that's where the relationship ended. Previously, OMs had been doing everything - deep dives, QC breakdowns of items in the operation, etc. They finally took a step back - and now if QC was there, they need to take some of that workload off.

Q: Who is accountable to you? CPCs, OSs, - what is your scope of authority?

A: Both, and we direct work sometimes to a workforce controller, just depends on the working relationships we have with, or the experience level of the OS; it could be a little of both.

Q: Regarding the ALNOT in this case, did you fill it out after you heard about the accident?

A: To the best of his recollection, yes.

Q: You said that you recalled hearing there was a loss of communication, but did not recall a loss of radar, correct?

A: Correct.

Q: Did you look up the aircraft on "see all" scope (the watch desk scope that can be pulled up for a sector)?

A: No, after being initially advised they had a rough running engine, he was subsequently advised that they had their engine back. In his view, the problem had resolved itself and it was no longer urgent, and they just wanted to land. The subsequent loss of communication was not necessarily odd in that area either. Once Montgomery approach had advised they had not heard from him and did not see him, he pushed the ALNOT out.

Q: Do you get involved with Performance Management?

A: Only with supervisors.

Q: Do you do PROCs on supervisors?

A: He said that was hard to answer. They did not have the same operational oversight as a controller. But maybe a recurring problem might cause one.

Q: What is your role in Operational Skills Assessments (OSAs)?

A: The monitoring of (supervisory positions) for a minimum of 15 minutes - enough to get a snapshot of an area. They were conducted once per month in each area.

Q: How would you generally expect an emergency to play out in a sector?

A: Obviously - it would depend on the nature of emergency and pilot's intention. Then he would expect the controller to ask for souls on board, fuel on board, destination change request, and what difficulties they were having. Not sure if they still did, but said they used to have a list of people that could provide assistance in an emergency (like pilot qualified controllers). He expected it to be a team effort, getting someone plugged into D-side or whatever it took.

Q: Do you expect a controller to tell the supervisor about an emergency, or do you expect the supervisor should already know?

A: All of the above - he would expect the controller to announce when there was an emergency, but also expected enough awareness in the area on the part of the supervisor to not need that as their initial report.

Q: So, you said that you have a list of pilot qualified controllers that can provide assistance here?

A: He could not recall if it was ZTL ARTCC or a previous facility he had worked at that had one.

Q: Hindsight being 20/20, knowing everything you know now, is there anything you feel could or should be done differently?

A: It all happened so fast he did not think there was much that could have been done differently from a timeliness standpoint. He would have liked to see a supervisor provide reminders to the controller, "what about this, what about that" - a little more of a team effort. But sometimes when you're under stress it changes things. Would have liked to have seen more teamwork.

Interview concluded at 1520 EST.

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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MOONEY M20B FATAL ACCIDENT *

IN KELLYTON, ALABAMA *

Accident No.: ERA23FA087

ON DECEMBER 13, 2022 *

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Interview of: TORRANCE BRANCH, Air Traffic Manager
Atlanta Air Route Traffic Control Center

Atlanta, Georgia

Friday,
January 13, 2023

APPEARANCES:

BRIAN SOPER, Air Traffic Investigator
National Transportation Safety Board

WILLIAM CHAMBERLAIN, Air Traffic Manager
Memphis Tower, Memphis ATCT
Federal Aviation Administration

KARENA MARINAS, Air Safety Investigator
National Air Traffic Controllers Association

MARK TOMICICH, Representative
Office of Chief Counsel
Federal Aviation Administration

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I N T E R V I E W

(11:38 a.m.)

MR. SOPER: All right. My name is Brian Soper. I'm an air traffic investigator with the NTSB, and we're here to investigate the fatal accident of N74586 that occurred on December 13th of 2022. And ZTL ARTCC was providing services. I have with me here today the air traffic manager. And could you state your name for the record please, first and last?

MR. BRANCH: First name's Torrance, last name's Branch.

MR. SOPER: And thanks, Torrance. And you have with you your representative here from the FAA's Chief Counsel's Office, Mr. Mark Tomicich. And we have also with us representing the FAA as a group member to the NTSB, Air Traffic Group, Mr. Will Chamberlain out of Memphis ATCT, acting air traffic manager there and representing NATCA we have one of their ASIs, Ms. Karena Marinas out of L.A. Center. Do you have any questions before we start on stuff? I'm going to go over a couple more things, but do you have any questions before we kick off here?

MR. BRANCH: No.

MR. SOPER: Okay. We're going to ask questions kind of in a round-robin fashion. We'll all have some questions for you. We'll go around the room a couple of times till we've asked everything we need to, and then we will -- if you don't have any questions for us, we'll wrap up and we'll be able to get you out of here. You can take a break at any time. Just let us know that

1 you need to take a break. We just ask that you answer all of the
2 questions to the best of your ability, and don't fill in the
3 blanks or tell us what you think we want to hear. Then that
4 doesn't really help anyway. If you don't know something, it's
5 okay to say you don't know. If you don't recall something, it's
6 okay to say you don't recall. I don't really have much more to
7 cover there. We already covered the other stuff about our agency
8 and not being regulatory. And did you have any other additional
9 comments before we get into questions?

10 MR. BRANCH: no.

11 MR. TOMICICH: Brian, just for the record, the witness'
12 participation will not waive any of his rights under the Privacy
13 Act.

14 MR. SOPER: Absolutely.

15 MR. TOMICICH: Okay.

16 MR. SOPER: Okay. All right. So I'm going to start off.
17 I'm going to have a few just basic questions for you, just kind of
18 a little bit of background understanding. So what did you have
19 the start time at, Karena, on this one?

20 MS. MARINAS: 11:38.

21 MR. SOPER: I don't mean to make you the official timekeeper.
22 It's just -- I know you pay attention to that, so I can always get
23 the right time. So, all right. Very well. And --

24 MS. MARINAS: Well, you hope you can get the right time out
25 of me.

1 MR. SOPER: Yeah.

2 INTERVIEW OF TORRANCE BRANCH

3 BY MR. SOPER:

4 Q. Mr. Branch, how old are you?

5 A. 53.

6 Q. All right. And do you utilize operating initials here at the
7 facility at all anymore? Not really?

8 A. Not really. But TY is --

9 Q. What's that?

10 A. TY is (indiscernible).

11 Q. Okay.

12 A. (Indiscernible).

13 Q. How long have you been the air traffic manager here?

14 A. Four years and four or five months.

15 Q. And do you have any prior pre-FAA air traffic experience,
16 military, DOD, federal contract, any of that?

17 A. Yes.

18 Q. What is it?

19 A. Air Force, five years and three months. One year at DOD.

20 Q. Awesome. When were you in the Air Force, year to year, just
21 a --

22 A. '90 to '95.

23 Q. Where were you at?

24 A. Dover Air Force base.

25 Q. Okay. Cool. Thank you for your service. I'm a Navy guy

- 1 myself. I retired from the Navy as a controller.
- 2 A. Thank you. You as well.
- 3 Q. And the -- and then you said you went DOD. Where you'd go
- 4 DOD?
- 5 A. Homestead, Florida.
- 6 Q. And you were there for a year you said?
- 7 A. Yep. '97 and '98.
- 8 Q. Okay. And when did you come on with the FAA?
- 9 A. 1998.
- 10 Q. And I think we did the background. I think you probably did
- 11 a background sheet, right, that gives us kind of your history of
- 12 assignments, like where you've been. Did we do one of those for
- 13 you?
- 14 A. I don't remember.
- 15 Q. Okay.
- 16 A. Yeah. Probably. (Indiscernible).
- 17 Q. Have you been to a lot of places or a few places?
- 18 A. FAA-wise?
- 19 Q. Yeah.
- 20 A. Two.
- 21 Q. Oh, really? So what's your history? So you came in mid '98,
- 22 where'd you start?
- 23 A. I started in New York Center.
- 24 Q. Okay.
- 25 A. Was a controller there, supervisor there, Ops manager. I

1 came here 2014. Started as a supervisor, ops manager, executive
2 officer, then ATM.

3 Q. Don't see that a lot, man. That's pretty good where people
4 are homesteading and get to stay in one area like that. Good
5 deal. All right. And so that kind of answered a little bit of my
6 next question which is kind of your big picture thing. So when
7 you -- so you went to the Air Force and straight from the Air
8 Force to DOD, straight to getting picked up at the FAA. And then
9 you've been here ever since, right?

10 A. Pretty much.

11 Q. Do you have any other aviation certifications? Are you a
12 pilot or anything like that?

13 A. No.

14 Q. Okay. And most of these I don't have any reason to ask you,
15 they pertain to people that were involved in the event directly.
16 So I'll just go and -- I'm going to ask you questions about the
17 event, but they'll basically be anecdotal, right? I mean they'll
18 be -- I'll want to know your view as an air traffic manager based
19 on your expectation of your facility and your controllers.

20 So when you look at this event, as you looked at that replay
21 and you were able to watch it, and having a lot of experience
22 here, you can actually -- you can actually make a pretty good
23 judgement clearly, on what the traffic was in there. In your
24 opinion or in your view, how would you rate the traffic volume at
25 the time for that position that was working on a scale of one to

1 five, five being the heaviest?

2 A. Two.

3 Q. Okay. And you feel that's -- is that pretty normal for that
4 type of -- for that position or day or week, or the hours?

5 A. At that time -- at that time, yes.

6 Q. Yeah, at that time. And how about, similar question, how
7 would you rate the traffic complexity on a scale of one to five,
8 five being the most complex?

9 A. Again, two.

10 Q. Okay. All right. And the same, pretty normal for that time
11 of day?

12 A. Yes.

13 Q. Okay. And so I'm just going to -- the one question I've been
14 waiting to ask you, very straight up, man, is just -- in your
15 view, did the controllers involved, and when I say this, I'm
16 speaking of the controller working, providing services at the time
17 as well as that individual's supervisor and the management team
18 there through the OM, did that -- did services occur in accordance
19 with your expectations for your facility? And if not, what are
20 the things that stuck out to you like when you reviewed it and
21 looked at it, that you're like, that's good, that's not, that's
22 good? Like anything like that.

23 A. Actually generally (indiscernible).

24 Q. Yeah.

25 A. There are some things that we did wrong.

1 Q. Okay.

2 A. And some things that we did good.

3 Q. Okay.

4 A. So I'm just going to kind of be general. There's some things
5 that stuck out to me as far as the controller doing his thing.
6 Didn't clear the aircraft to the airport as I would expect, but he
7 did vector the aircraft towards the airport.

8 Q. Okay.

9 A. Initially, I said he didn't clear the emergency, but actually
10 the main area itself was the declaration of the emergency. So I
11 was fine with that. The coordination, I thought the OM should
12 have come to his supervisor to get most of the information versus
13 the supervisor having to go to them to get it because I would
14 expect that the sup be more engaged in actually what the
15 controller's doing. That being said, I do understand that, you
16 know, the controller's working the traffic and then he says, hey,
17 we got a problem over here. So the supervisor's coming in to jump
18 in, doesn't really necessarily know everything that has already
19 transpired. So --

20 Q. Right.

21 A. -- in their mind, he could be thinking that he already
22 cleared the aircraft -- airport. So, obviously, that was some bad
23 things. The actual ALNOT in itself, again, when the aircraft
24 communications disappeared. I thought it mostly went okay. But
25 again, we changed some things. Instead of the sup having to bring

1 that information to the OM, and then it goes to flight data.
2 Flight data put it in, put it in wrong. And then we, you know,
3 had to correct it. That the sup get the call right there at the
4 desk and then send it to the OM versus the opposite way around.
5 So that was one of the things I felt like we needed to --

6 Q. So you actually did that change already?

7 A. Yeah. That's a part of our mitigation.

8 Q. So now a supervisor, if they have an ALNOT situation, they're
9 able to -- how does that work now?

10 A. So it's still paperwork form --

11 Q. Yeah.

12 A. A form is filled out at the sup desk so he can get that
13 information directly from the controller at the time. And then
14 that information is provided to the OM who then provides it to
15 flight data.

16 Q. Okay.

17 A. I mean it doesn't work for a CIC. It just work for a
18 supervisor.

19 Q. I got it. I got it. Okay.

20 A. If the CIC's in there, the OM will come down to the desk.

21 Q. Got you. Okay. Very good.

22 A. Obviously, the phraseology for the low altitude alert I
23 wasn't happy with, while the controller tells me he's in the area
24 where the MIA's a certain altitude. I would prefer they would use
25 the safety alert as described in the point sixty-five. But again,

1 I don't think that he neglected to do his job. I think he just
2 didn't use the proper phraseology in my opinion.

3 Q. Okay.

4 A. I would expect that he use the safety alert. A lot of
5 coordination that the OM was doing, and the supervisor was doing.
6 And (unintelligible) talked to Montgomery, I would have liked to
7 see that the OM really get more engaged in doing that coordination
8 for the supervisor so he can stay engaged with what the controller
9 was doing. So that would have been my expectation in that. And
10 of course, we made some -- like I said, we made some adjustments
11 where we'll get that supervisor more help from the OM desk versus
12 them having to coordinate constantly with the OM as part of
13 mitigation.

14 Q. Okay. And what other mitigations besides changing a little
15 bit on the ALNOT process to try to make that more efficient, what
16 other mitigations have you already put in place, or implemented,
17 or started to implement here that came out of, you know, the post-
18 accident stuff whether it be, you know, discussions, CER, SSR,
19 what kind of things have you done?

20 A. Right. Obviously, we do the SSR and the CER. Already those
21 have been completed. We also did -- we're getting ready to start
22 doing briefings to the controllers on emergency procedures. One
23 of the things that we had altered is the refresher training. This
24 year we did online versus doing then the lab, we'll add that lab
25 back in throughout the year. Can't remember all of them off hand.

1 I'm sorry.

2 Q. No, that's okay. That's okay. And I know we asked for them.

3 I think they've giving --

4 A. Yes. They got them. We got them, so.

5 Q. -- us hard copies for us, so that's fine. And they -- back
6 in -- so the refresher training this last year, you guys conducted
7 it online, and you say this year you're going to reinstitute
8 getting, what was it, SIM stuff back in there, or --

9 A. Yeah. Basically the lab and the SIM. And again, you know,
10 as many unusual things that happens, so we're focused on this year
11 is going to be emergencies. But every year that could change what
12 we're actually focusing on.

13 Q. Yeah. Okay. And who's -- is the quality control management
14 crew over there, are they spearheading that? Or is it kind of a
15 combination of them training and --

16 A. Combination of those two.

17 Q. Good.

18 A. Training and (indiscernible).

19 Q. Is LSC involved in that as well?

20 A. Always.

21 Q. All right. How is the -- how is the relationship overall,
22 management/labor relations for you guys here? You know, you and
23 the FACREP.

24 A. Me and the FACREP have a great relationship.

25 Q. Good.

1 A. No.

2 Q. Do you guys -- do you have -- what type of regular management
3 meetings do you hold here? Do you have anything that's like on
4 the books all the time, like, yeah, we meet weekly with the QC
5 manager or the ATM, the training manager, or the FACREP, or
6 whatever? Anything like that? Like what kind of regular
7 recurring management-type meetings do you hold here?

8 A. For me and the Ops managers and the support managers, the
9 second and fourth Wednesday of the month. They meet, the OMs, ops
10 managers with their team once a month. That means Ops managers
11 and the supervisors.

12 Q. Okay.

13 A. Then the OM and the team meets together. I think they meet
14 together twice a month to - just the OMs themselves and the XO.

15 Q. Out of curiosity, do those usually resolve -- are they more
16 or less just discussions and updates like where are we at, where
17 are we going, how are we going to get there? Or do you do -- is
18 it routine for action items to come out of there? Like, okay,
19 well, I need this done and they say all right, and then get that
20 back to you by this time? I mean is there a --

21 A. Combination.

22 Q. Combo. All right good.

23 A. Some days it may not be the action items or (indiscernible).

24 Q. Okay. I'm going to pass it along for right now to Karena.

25 BY MS. MARINAS:

1 Q. Okay. Let's see. So as far as the OSA's that -- pretty much
2 all the QC functions, OSAs, SSRs, ICV, ECV, how often do those get
3 communicated to you?

4 A. To me?

5 Q. Mm-hmm.

6 A. Regular basis. I don't know the -- I don't have a -- so ECV
7 information, obviously, right after we have it, we have a briefing
8 conversation. OSA information is done once a quarter. I'm sorry,
9 what else did you ask me about (indiscernible)?

10 Q. Yeah. Just in general, SSRs, even.

11 A. Yeah, I get SSRs. Every time we do SSRs, I get the results
12 of the SSR.

13 Q. And so just thinking about all of those things in general,
14 what are some of the issues that have come up that the facility or
15 you have, you know, tried to focus on?

16 A. Obviously, unusual emergency situations is one. IFR, VFR,
17 then traffic alerts so the top four or five frequency issues that
18 we have.

19 Q. Have there been any that have identified any issues with IFR
20 services into airports in the facility?

21 A. Not that I can recall.

22 Q. Did anything of that nature come up with this during the CER
23 or SSR?

24 A. Airports and...

25 Q. IFR services into the airport?

1 A. Services -- not that I can recall. I don't think so.

2 MS. MARINAS: You already talked about a lot of the things
3 that I was interested in which was good.

4 MR. SOPER: Want to pass it along to Will for a little bit --

5 MS. MARINAS: Yeah.

6 MR. SOPER: -- and come back?

7 MS. MARINAS: Let's do that.

8 MR. SOPER: Cool. Go ahead, Will.

9 BY MR. CHAMBERLAIN:

10 Q. How you doing, man?

11 A. I'm good.

12 Q. So when you get uh Mister Chuck -- so just far as the QC
13 manager, do you all have any -- do you require or is there
14 anything provided for training guidance other than just an in-
15 brief style handoff? Is there any --

16 A. It's just a course.

17 Q. Any more in-depth training?

18 A. So it's a course that we sent him to -- prior to doing a job.

19 Q. Like on the QC/QA?

20 A. Yes. And then, obviously, the previous manager was here for
21 six weeks before he took the job, so.

22 Q. Okay. So he had ample time to conduct --

23 A. Yeah.

24 Q. -- an brief?

25 A. Yep.

1 Q. Meetings that you have with the upper management team, NATCA
2 involved in that?

3 A. Now, yes.

4 Q. Do you feel like those are what's getting conveyed this --
5 actually, let me back up for a second. Is SUPCOM involved in
6 those?

7 A. Yes.

8 Q. Okay. They're a part of that team?

9 A. There in the meeting. So just to be clear, they're in part
10 of the meeting, they're not in the entire meeting.

11 Q. Okay.

12 A. So they had their places that they come into.

13 Q. So when they come in, you all convey what you need for them
14 to get to the other supervisors and so forth, right?

15 A. Yes.

16 Q. Okay. And do you recall the last time you all did an OS
17 refresher through SUPCOM? They usually build the agenda I think
18 (indiscernible)?

19 A. I don't recall.

20 Q. Don't recall? Okay. One last question, trying to stay in
21 tune to that direction there. Do you feel like the supervisory
22 training when somebody comes in this building and they go through
23 OS training to hit the floor, be the resource, provide that
24 oversight, right?

25 A. Mm-hmm.

1 Q. Do you feel that what has been given is thorough enough?

2 A. Yes.

3 Q. All right. That's all I have. Thank you.

4 BY MR. SOPER:

5 Q. Okay. Your OS and OMs, are you staffed where you should be
6 with --

7 A. No.

8 Q. -- management and supervisors, with OMs and OSs?

9 A. No.

10 Q. No? How far off are you? Do you know roughly?

11 A. So I'm authorized 42 supervisors. I have 30 operational
12 supervisors. I'm authorized seven operations managers. I have
13 five.

14 Q. Do you feel that impacts their ability to conduct appropriate
15 performance management in -- and in addition to all their air
16 controller-related duties?

17 A. No.

18 Q. Okay. And how often -- just out of curiosity, how often do
19 you make it to the floor? Are you able to make it to the floor
20 much as the ATM here?

21 A. I'm on the floor every day, but --

22 Q. All right.

23 (Crosstalk)

24 A. -- time maybe.

25 Q. Sure. I know, man. I mean I know, you guys can get right on

1 the --

2 A. Every day that I'm here.

3 (Crosstalk)

4 A. Every day that I'm here --

5 Q. Yeah.

6 A. -- I'm on the floor.

7 Q. So it's routine. You make it to the floor routinely, so.

8 A. Yeah.

9 Q. All right. Good. And our -- we had a question about, we did
10 notice something that was odd when we were here before, and we
11 kind of got feedback from controllers the same way. It appears
12 that sups, and we can't attest to all of them because we didn't
13 look at all them. But we did notice that it was pretty regular,
14 the sups pretty much hug the sup desk. They're pretty tight on
15 there. And that might not be true for all of them because we were
16 only here a very brief time, so. But we kind of got a little bit
17 of that feedback there. Do you -- is that something that's -- and
18 from a facility expectation, do you expect them to be in the
19 operation more than they're -- or in the, you know, in the
20 operation more than they're at the desk providing --

21 A. Yes.

22 Q. -- oversight? That's an expectation.

23 A. Expectation.

24 Q. And I know that can vary.

25 A. Okay.

1 Q. Okay. So you probably don't see a lot of it when you go
2 through.

3 A. No. I see them get up (indiscernible)

4 Q. Yeah.

5 A. (Indiscernible).

6 Q. That's funny. I see everybody in the operation. I don't
7 understand. All right. Very good. All right. But I just was
8 curious. I assumed that was the expectation, but it's always good
9 to understand. Okay. Who do you believe that -- has the
10 responsibility to, just out of curiosity, this is out of your
11 wheelhouse. This is something other people should be taking care
12 of, but I'm kind of curious.

13 The maintenance of all the stuff that's at the sup desk for
14 reference, for things like emergencies, for things like recall the
15 airports, for things like that, is that left pretty much to each
16 individual area's OS to manage and maintain and get on top of? Or
17 is somebody like QC or the LSC, does somebody kind of oversee that
18 for the facility, you know, kind of, like, hey, everybody needs to
19 update their recall that everybody needs to update, here's a new
20 emergency checklist that we need to be using. How does that work?
21 Or is it --

22 A. So it's going to be a shared responsibility, right?

23 Q. Okay.

24 A. So the OS sees it every day and knows exactly what is there
25 and needs to be updated. Then our support managers or our support

1 departments also address that information saying, hey, this is the
2 new forms, this is the new things to update, maybe (indiscernible)
3 little icon on your desktops.

4 Q. Yeah.

5 A. Things of that nature.

6 Q. Okay.

7 A. They'll let them know. We kind of do a shared responsibility
8 in that.

9 Q. All right. You guys do stand up here how many times a day?

10 A. Twice.

11 Q. Do you attend the stand-ups often?

12 A. I attend every morning stand up, and a couple times a week
13 (indiscernible).

14 Q. Awesome.

15 A. Unless of course, I got a meeting, then I can't be there.

16 Q. I think it was you guys that -- is this -- I don't want to
17 mix up two places. I mean we were just talking about this earlier
18 here. They do a sheet right? The CWSU does a sheet --

19 MS. MARINAS: Yeah.

20 MR. SOPER: -- and pass it around?

21 MR. CHAMBERLAIN: Yeah. Drops it off in the morning.

22 MR. SOPER: So what was the genesis of that? We like it.

23 Like we think that's a good -- like that's something we don't see
24 everywhere where I guess your CWSU develops a sheet, and they take
25 it down to the areas prior to, right? Like -- or two -- and a

1 couple times a day they do that they said?

2 MS. MARINAS: Yeah. Before stand up.

3 MR. SOPER: Before stand up, right? And they kind of get
4 that out to the thing. Do you know -- has that just always been
5 going on since you've been here? Or did you guys implement that,
6 or did -- through discussion? Or how did that work?

7 MR. BRANCH: So that's been going on since I've been here.

8 BY MR. SOPER:

9 Q. Yeah.

10 A. And we just kind of, you know, I think Shawn (ph.) made some
11 adjustments to it when he was the ATM or the previous ATM before
12 me. And then I made some adjustments to it when I became the ATM.

13 Q. So you'd say as far as you're aware, that's providing value
14 to the floor? I mean --

15 A. Definitely.

16 Q. -- for the sups to be able to get consistent information and
17 updated information.

18 A. Definitely.

19 Q. How about feedback -- have you heard feedback facility-wide
20 as far as the use of the PIREP monitors you guys put up, or the
21 monitors that you have the PIREP information for soliciting and
22 to, you know, to be able to quickly see like we need to be getting
23 PIREPs here and stuff? Is that feedback going good? Has that
24 increased your guy's solicitation, dissemination --

25 A. Overall

1 Q. -- stuff?

2 A. Overall. I mean the feedback in the facility -- obviously,
3 we're used to it now.

4 Q. Okay.

5 A. But it's been great. But we have feedback from even outside
6 the facility folks commenting.

7 Q. Yeah. Yeah. That was a deficiency when we came for the
8 accident a while back, and that's what I remember one of the
9 facility -- one of the NATCA folks said that that was put up as a
10 result of -- came out of that a lot of there -- but that's where
11 they got more traction to get it up, so. Good. Okay. I don't
12 have anything else right now. Karena.

13 BY MS. MARINAS:

14 Q. Yeah. I want to go back to the IFR services piece and going
15 into the airport. So right away when I saw it, I wondered was
16 there an IFR procedure into that airport, and we asked, and there
17 was an IFR --

18 (Crosstalk)

19 Q. -- RNAV procedure.

20 A. RNAV procedure yeah --

21 Q. And so -- okay. So you're aware of it. So would it be your
22 expectation that they would try to put the IFR aircraft on that
23 procedure? Or do you think --

24 A. I would expect them to (indiscernible) those type of
25 approaches into a facility, into an airport. But -- well, I would

1 have most certainly expected them to put them on that approach or
2 tried to.

3 Q. Okay. Okay. That's it.

4 BY MR. SOPER:

5 Q. And the controller has access to those -- you guys got the
6 approach plates or the approach procedures for the underlying
7 fields in your ERIDS or something, correct? I mean that's --

8 A. Yes.

9 Q. -- that's definitely in there?

10 A. Yes.

11 Q. And I think he said he pulled it up, if I'm recalling now as
12 we're talking, but -- okay. And, Will.

13 BY MR. CHAMBERLAIN:

14 Q. I think I'm good. Mostly, I'm glad to hear that. The one
15 thing that happened -- that was noticed in the review for me, I
16 will say, was the pilot (indiscernible) acknowledged he got his
17 engine back, and then the dialogue was had and we still drove him
18 towards the airport. But that was one of the questions.

19 A. So, yeah.

20 Q. (Indiscernible) report.

21 A. Oh, yeah. Yeah.

22 MR. CHAMBERLAIN. But I'm good.

23 MR. TOMICICH: Can I ask a clarification? That's not totally
24 accurate with all the facts because at one point, I mean he does
25 say that he's -- it's getting better. But he also at one point

1 says I've lost my engine totally.

2 MR. SOPER: Yeah.

3 MR. TOMICICHI: Okay. So --

4 MR. CHAMBERLAIN: I was just -- I guess I was saying that at
5 one point there was an inquiry from the controller that said would
6 you like to continue on or go land, and the pilot said go land.

7 MR. TOMICICH: Okay. (Indiscernible) what the pilot
8 requests.

9 MR. SOPER: Okay.

10 MR. BRANCH: I understood. (Indiscernible).

11 MR. CHAMBERLAIN: So, anyway, I'm fine. Thank you.

12 MR. SOPER: Yeah. And I think that's -- at the end of the
13 day, to echo what Will was saying, that was one of the thing, I'll
14 be quite frank here, you're the first person that has stated a
15 couple of those things which was, you know, the expectation that,
16 you know, how come somebody didn't, you know, like clear this guy?
17 Like he kind of get the controller, right, they're dealing with
18 mayday, mayday, mayday, it kind of shakes you up a little bit and
19 you got to -- you're focused now on trying to get him to somewhere
20 where he can put that airplane down. So you kind of give them
21 maybe a little pass at first because they're dealing with that
22 airplane. But then the sup gets involved, you kind of hope
23 they'll get on board. Okay, make sure you clear them, make sure
24 you give him an altitude to maintain, I don't know, something.
25 You kind of want to hear those things. And it didn't like we were

1 hearing that through the process as we talked to people, you know?

2 MR. BRANCH: So, again, not to defend or deflect --

3 BY MR. SOPER:

4 Q. No. It's okay.

5 A. But the supervisor, he doesn't know what was already told to
6 the pilot by the time he comes to the (indiscernible).

7 Q. Sure. That's true.

8 A. So he can't, you know, I'm not going to jump in if I'm a sup
9 and say, hey, make sure you clear this guy. I might make a biased
10 assumption that you've already done that.

11 Q. That's true. That's true.

12 A. So just to fair to a supervisor. But my expectations may be
13 different here because I'm Monday morning quarterbacking an event
14 that happened.

15 Q. Absolutely.

16 A. Looking at it from --

17 Q. It's always easier for us to do this.

18 A. -- the perspective of this is what I expect. I've had the
19 chance to look at everything and digest everything.

20 Q. Yep.

21 A. So in the moment, it may be somewhat different for the people
22 that are involved.

23 Q. Yeah.

24 A. I just want to make that clarification.

25 Q. And I'm with you. And this isn't a poke, but it was like as

1 we did that, like we understand that everything's different when
2 you're doing it and when you're looking at it like we are, right?
3 It's easy to go into an operation and look at what happened and
4 pick things out that went wrong, right? And that's different from
5 identifying it as it's occurring, and you're involved in it.

6 I think though, in this one, and even on the backside of that
7 when we ask, you know, is there anything that you can identify
8 that would be -- you would do differently or that could have been
9 done differently, you're the only one that feels that it could
10 have been done differently. So I don't know. Some of that comes
11 from self-preservation, right? Like we all want to say, like I
12 think I did a pretty good job. I mean I was engaged. I was
13 trying to get him to the airport. What do you want me to do? I
14 can't fly the plane for him. I mean I'm sure that feeling is in
15 there, but.

16 MR. TOMICICHI: (Indiscernible).

17 MR. BRANCH: Go.

18 MR. TOMICICHI: But, you know, I would just say it's also,
19 you know, in all fairness to you guys --

20 MR. SOPER: Yeah.

21 MR. TOMICICHI: -- if you really want to talk about the
22 approach, you should show him the approach plate. You should let
23 him see where the airplane was in relationship to that approach.

24 MR. SOPER: Yeah.

25 MR. TOMICICHI: Because in reality, what you're talking about

1 is taking that airplane away from the airport. And I don't think
2 it's a fair --

3 MR. SOPER: Yeah. We're --

4 MR. TOMICICHI: -- hypothetical.

5 MR. SOPER: Yeah. I don't want us to -- I don't want us to
6 confuse us with saying you should have cleared him on the
7 approach, or you should have sent him to the initial approach fix.
8 So if that was the indication, I don't want you have that
9 indication. That's not what we feel either. And we feel that
10 every emergency is dealt with on a case-by-case basis. And
11 clearly getting him to the airport was a primary concern.

12 And I mean, yes, of course, we're not going to intentionally
13 take him out further to get back in necessarily. In this case,
14 what made it unique was we had a -- the weather was such that --
15 and they had the weather that was known, right? And so what's the
16 plan to get that airplane to the airport? Meaning that regardless
17 of the emergency, you -- what's the expectation -- I don't know
18 how to put it without sounding confusing. But, you know, I mean
19 there was a --

20 MR. BRANCH: So there's two things there, right?

21 BY MR. SOPER:

22 Q. Yeah.

23 A. There's the emergency and then there -- what you would
24 normally do, right? Going to clear him, you get him the RNAV
25 approach if there's nothing going on. In this case --

1 Q. Yeah.

2 A. And again, I'm not in the controller's head or what they --

3 Q. No, no, no.

4 A. But just bias assumption is I'm just trying to get the
5 airplane down on the ground safely as quickly as possible. And
6 that's my biased assumption that that's what he was -- he was
7 intending to do in this case.

8 Q. Okay.

9 A. But that doesn't mean --

10 Q. That's fair.

11 A. -- I wouldn't expect you --

12 Q. That's fair.

13 A. Yeah.

14 MS. MARINAS: But if we're not acknowledging and identifying
15 all the things that should have been done regardless of what, you
16 know, what was actually occurring in that time, then we're not
17 able to figure out where things could be changed in the future if
18 they need to be -- or, you know, have the discussion of whether or
19 not they need to be.

20 MR. BRANCH: And --

21 MS. MARINAS: How that could be done in the future.

22 MR. BRANCH: (Indiscernible).

23 MS. MARINAS: Yeah.

24 MR. CHAMBERLAIN: There's appears to be a bunch of best
25 practices kind of learn from. I think we're about able to

1 maintain altitude or not, wasn't even inquired about. You know,
2 like there's things and components like that that -- like some
3 kind of best practices of how to -- or maybe --

4 MR. SOPER: Yeah. Those are after event things that we
5 should at least --

6 MR. CHAMBERLAIN: Yeah.

7 MR. SOPER: -- be instilling out there to, you know, hey,
8 when this happens - if this happens to you, some things, you know,
9 that we want them --

10 MR. CHAMBERLAIN: Think about.

11 MR. SOPER: -- to try to stay on top of. So, yeah, don't --
12 please don't confuse, you know, my line of discussion there with,
13 you know, we think definitely he should have cleared him on this
14 approach and done these things. That's not the case. Just the
15 fact that --

16 MS. MARINAS: But the pilot - as a pilot --

17 MR. SOPER: Yeah.

18 MS. MARINAS: I want the option. I want to know. I wasn't
19 planning to land at that airport. I don't have the information
20 for that airport, but the controller has the information for that
21 airport. So at least let me know that there is something I could
22 set up for an 800-foot base cloud, 800 --

23 MR. SOPER: Overcast, yeah.

24 MS. MARINAS: -- cloud base. Yeah. But -- that I can at
25 least know about as I'm dealing with my engine issues, you know?

1 MR. SOPER: Do you have any other questions --

2 MS. MARINAS: No.

3 MR. SOPER: -- Karena? Will?

4 MR. CHAMBERLAIN: No, sir.

5 MR. SOPER: I don't either. I'm going to go ahead and stop
6 the recording for now unless you have any questions for us.

7 MR. BRANCH: No.

8 MR. SOPER: (Indiscernible).

9 (Whereupon, the interview was concluded.)
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CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: MOONEY M20B FATAL ACCIDENT
IN KELLYTON, ALABAMA
ON DECEMBER 13, 2022
Interview of Torrance Branch

ACCIDENT NO.: N74586

PLACE: Atlanta, Georgia

DATE: January 13, 2023

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

A black rectangular box redacting the signature of Jami McNear.

Jami McNear
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

*

MOONEY M20B FATAL ACCIDENT *

IN KELLYTON, ALABAMA *

Accident No.: ERA23FA087

ON DECEMBER 13, 2022 *

*

* * * * *

Interview of: JASSEN CARTER, Operations Supervisor
Atlanta Air Route Traffic Control Center

Atlanta, Georgia

Thursday,
January 12, 2023

APPEARANCES:

BRIAN SOPER, Air Traffic Investigator
National Transportation Safety Board

WILLIAM CHAMBERLAIN, Air Traffic Manager
Memphis Tower, Memphis ATCT
Federal Aviation Administration

KARENA MARINAS, Air Safety Investigator
National Air Traffic Controllers Association

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I N T E R V I E W

(2:17 p.m.)

MR. SOPER: Okay, my name is Brian Soper (ph.), Air Traffic Investigator with the NTSB. And we're here today to -- investigating the fatal accident of N74589 that occurred on December 13th, 2022. And we have with us here today, if you could for me, please, state your first and last name for the record.

MR. CARTER: Jassen Carter.

MR. SOPER: Jassen Carter. And you have your representative who we spoke for earlier, Mr. Tomicich, out of the Office of General Chief Counsel at the FAA.

And then for group members we have representing the FAA, Mr. Will Chamberlain out of Memphis ATCT, who is the acting ATM out there, and Karena Marinas, who is with us from L.A. Center (ph.) as a NATCA ASI and representing NATCA in this investigation.

We do record these investigations. The recording is made into a transcript by a court reporter. That transcript is what will be provided back to the group members here, myself and yourself to review for accuracy. If there -- if you find any anomalies in the transcript that you're like, I don't believe that's what I said and we need to get that verified through the recording, and you want to be able to hear that, we'll be able to make arrangements to make that happen one way or another. What we don't do is distribute any copies of the recording anywhere. Even the group members don't get it. I'm the only one that will ever

1 have it besides the court reporter, and that's just to keep a
2 chain of custody on it. But if we have to do that, we will go
3 back to be able to do that so that you can verify something if
4 there's an anomaly.

5 MR. CARTER: Okay.

6 MR. SOPER: Once we all agree that the transcript is correct
7 and accurate based on what we have and what we've done, that's
8 when the transcript then will be made part of the public docket.
9 That's what will go into our public docket, not the recording. We
10 don't put our recordings in the public docket.

11 MR. CARTER: Okay.

12 MR. SOPER: That -- and it will be a little while before that
13 transcript would come in. I can tell you that it's probably going
14 to be roughly about three or four weeks before we get a transcript
15 back, I would guess, based on their workload right now and the
16 severity of this, and then once we get it back, we'll turn it out
17 to, like I said, to you, and them, and myself. And once we go
18 through that, we'll certify that as accurate, but it still will be
19 open to the public for a while because it'll wait until it's
20 closer to what we call a tech review, where all the factual
21 information kind of goes out at once. But that's what will be in
22 there. The -- I mentioned to you a lengthy investigation and the
23 fact that we are an independent federal agency and don't have any
24 regulatory authority. So, we don't make rules or enforce rules.
25 And that we're here just to establish the probable cause and

1 hopefully develop safety recommendations to prevent reoccurrence.
2 That is our nutshell mission here.

3 MR. CARTER: Okay.

4 MR. SOPER: The -- we went through everybody in the room. Do
5 you understand everything as I've mentioned it here today?

6 MR. CARTER: Yes.

7 MR. SOPER: And do you have anything you want to add or say
8 on the record before we start questioning?

9 MR. CARTER: So, just we're on the same page. I'm going to
10 have a chance to review it before we publish it or anything like
11 that?

12 MR. SOPER: Absolutely.

13 MR. CARTER: Okay.

14 MR. TOMICICH: And also, Brian, notwithstanding the board's
15 policy on the recording itself, Jassen's not waiving any of his
16 rights under the Privacy Act by participating. So --

17 MR. SOPER: Yes, correct.

18 MR. TOMICICH: -- you're not waiving any of your rights.

19 MR. CARTER:

20 MR. SOPER: All right. Very well. If you don't have any
21 questions for us, we'll go ahead and kick into the questions.
22 I'll start out. We'll kind of do this in a round robin fashion
23 where all of us will have some questions for you. We'll kind of
24 go around the room until we've all asked everything we need to ask
25 and then we'll get you out of here.

1 MR. CARTER: All right.

2 MR. SOPER: All right? Are you working today or is this a --

3 MR. CARTER: Yeah.

4 MR. SOPER: Okay, so you're here. And I understand we got
5 some crappy weather coming through, so it's probably going to
6 be --

7 (Crosstalk)

8 MR. SOPER: Yeah, I know. Right? It's like --

9 (Crosstalk)

10 MR. CARTER: I will say, I did -- the day of, when it was all
11 over, and I was actually out of the operation, I did collect my
12 thoughts on what I recollected what happened. I have it all right
13 here. So, whenever you're -- if you want me to read it, I can use
14 it as notes, but whatever you want me to do.

15 Q. Yeah, however you want. We are going to get to those points,
16 but feel free to refer to that at any time, obviously. And they
17 provided us a copy and it's really helpful that you did that. I
18 kind of wish more people would do that. It's a smart thing to do,
19 even for yourself, just to make sure you kind of data dump. But
20 anyway, so yeah, we can appreciate that. Thank you. The -- what
21 time did you have the interview start time at Karena?

22 MS. MARINAS: 13:17.

23 MR. SOPER: 13:17. Thank you very much.

24 INTERVIEW OF JASSEN CARTER

25 BY MR. SOPER:

1 Q. I show the spelling of your name as J-a-s-s-e-n C-a-r-t-e-r.
2 Is that correct?

3 A. Correct.

4 MS. MARINAS: I'm sorry. I guess that was 14:17.

5 MR. SOPER: 14:17.

6 MS. MARINAS: Yeah.

7 MR. SOPER: Oh, she was trying to get back to California time
8 already. She's headed that direction. Okay, 14:17.

9 BY MR. SOPER:

10 Q. And what was your age on the day of the accident?

11 A. Oh 34.

12 Q. Okay.

13 A. I think I'm 34.

14 Q. I do that all the time.

15 A. '23.

16 Q. Yeah, I usually just look at my wife when people ask me for
17 my age. I forget it now. I don't -- I always am off by a year or
18 two. What are your operating initials here?

19 A. Lima Charlie. L-C.

20 Q. Awesome. And you were the OS for Area 5 at the time of the
21 accident? Correct?

22 A. Correct.

23 Q. And do you have any prior FAA air traffic control work
24 experience, either military, DoD, federal contract, dispatch,
25 anything?

1 A. I have a CTI degree that is it, prior to FAA.

2 Q. CTI. And where was your CTI out of?

3 A. FSCJ (ph.) in Jacksonville, Florida.

4 Q. Okay. And do you hold any collateral duties, or have you
5 been on any recent details that would have taken you out of the
6 facility long enough to affect your currency or proficiency on
7 position?

8 A. No, I are -- had certified in the area that spring. I can't
9 tell you exactly when. March, I think.

10 Q. Okay. You certified in the area in March, you said.

11 A. Yeah. As a supervisor, I finished the training. I believe
12 it was in March.

13 Q. So, if you would do us a favor and just kind of give us your
14 10,000-foot bio from an aviation standpoint, what got you to where
15 you're at today? And what I mean by that is, kind of like, you
16 know, I graduated from high school. I was always interested in
17 aviation and I went to college for this, and just kind of step us
18 through to what brings you here today. 10,000-foot. You don't
19 have to give us detail.

20 A. I was in college going after a biology major, and I really
21 wasn't hitting, so my grandfather was a controller and they told
22 me about the CTI program at FSCJ. I applied there, took a job
23 with the FAA. I got hired in February of 2011 and have been a
24 controller since then. I certified -- or I became a supervisor in
25 January of '17, and this was all at Jacksonville Center. And then

1 I transferred here at the end of January of 2022 was my first day.
2 I've been here since. So, I've been a supervisor for about --
3 '17, '18, '19, '20 -- 6 years and a little bit.

4 Q. Okay. So, you transitioned out of, out of workforce
5 controller pretty quickly. You were there for about six years, it
6 looks like, then?

7 A. Yeah.

8 Q. That about right?

9 A. Mm-hmm.

10 Q. Okay, cool. And did you -- so what made you decide to go
11 down the supervisory route? I mean, was it just personal
12 preference, was it, you know --

13 (Crosstalk)

14 A. -- I was an area rep before I was supervisor. And I remember
15 I was doing a lot of the extra collateral duties. I was doing
16 schedule and dealing with the same people that the supervisors
17 have to deal with, and it hit me one day that they got a pay raise
18 to do it, and I'm doing it on my breaks, so I said if I'm going to
19 work as hard, then I'll take a promotion. It -- I did not like
20 being bored on my breaks at work and being a supervisor will
21 definitely keep you busy.

22 Q. Got you. All right. And have you ever been fired -- I'm
23 sorry. Have you ever been terminated, suspended, or asked to
24 resign from any of your positions since you've been in the FAA?

25 A. No.

1 Q. Okay. And how would you describe your overall health in? In
2 excellent, good, fair, poor?

3 A. I'm in good health.

4 Q. Okay. And did you have a second-class medical class
5 clearance on the day of the incident?

6 A. I can't tell you what exactly the class is, but my
7 physical --

8 Q. Yeah.

9 A. I've been --

10 Q. I mean, you were -- you had a medical clearance?

11 A. Correct.

12 Q. You were -- current. And do you recall -- do you have any
13 waivers or restrictions or limitations to your medical clearance?

14 A. Not that I'm aware of. No.

15 Q. Any requirement to wear corrective lenses?

16 A. No.

17 Q. Okay. And were you taking any maintenance medications or
18 over-the-counter medications on the day of the incident?

19 A. No.

20 Q. And was drug or alcohol screening performed as a result of
21 this event?

22 A. I did not --

23 Q. For you?

24 A. -- yeah, I was not screened for anything.

25 Q. All right. And have you had any major changes in your health

1 over the last year? Good or bad, it doesn't matter --

2 A. You said health?

3 Q. Yeah, your health. Like major things. Had a major surgery,
4 lost 50 pounds? That kind of stuff.

5 A. No.

6 Q. Okay. Any changes in your personal life in the last year?
7 Got divorced, got married, adopted a child, had a child.

8 A. No. We moved to Georgia. That's been a year --

9 Q. Oh, yeah. Said you just came in 2022? Right?

10 A. Yeah.

11 Q. Right after COVID. The after COVID move. Did you beat the
12 whole -- you kind of got in at a good time, right? Like, cost
13 wise? Like getting -- buying a house?

14 A. It wasn't, it wasn't the best, but it wasn't the worst.

15 Q. Yeah. All right. That's good. Yeah. Now it's -- we think
16 we might have waited too long, obviously.

17 A. Yeah.

18 Q. Now, we're (indiscernible). Our house is worth more, but the
19 rates are (indiscernible).

20 A. Yeah.

21 Q. All right. Well, good. And so -- and lastly, any major
22 changes in your financial situation over the last year? And we're
23 talking about major things. I'm not looking for your pay. Just
24 won the lotto, filed bankruptcy --

25 A. No.

1 Q. Okay. Very good. Now, this one's a little bit hard to
2 answer, but try to give it some thought. And really think back to
3 the time frame. And I'm looking at your 72-hour history leading
4 up to the time of the accident. So, this happened like on a
5 Tuesday morning or whatever. Try to think back, if you can
6 recall, what your schedule would have been and what you likely
7 remember working there over the 72 hours leading up to that. Was
8 there anything during that time that was kind of a wrench in the
9 spokes of life, so to speak? You know, yeah, I wasn't getting
10 good sleep because my daughter was up sick or my girlfriend got in
11 a car accident or I had to, you know, my mother was in the
12 hospital. Anything that would have affected your normal sleep
13 routine or your normal eating routine or you were ill or sick or
14 anything? Anything like that over the course of those three days?

15 A. No, nothing that I recall.

16 Q. So, you would, you would classify it as likely routine
17 sleep --

18 A. Yes.

19 Q. -- eating, normal what you would any other time?

20 A. Mm-hmm.

21 Q. I mean, air traffic controller's sleep and stuff is never
22 routine, right.

23 A. I mean, it's about as normal as it comes.

24 Q. Yeah, it's shift work. Yeah, there is no -- so I get that.

25 All right. And did you file and ATSAP as a result of this event?

1 A. No.

2 Q. And have you been interviewed about this event prior to now?

3 A. Yes.

4 Q. When was that?

5 A. I don't even know. It was --

6 Q. Was it when we were here before --

7 A. Yes.

8 Q. -- back in December with the FAA ERT, right?

9 A. Yeah, that was the interview.

10 Q. Yeah.

11 A. I don't remember the day.

12 Q. Yeah, I remember. Okay. But that's the only one, right?

13 A. Correct.

14 Q. Okay. And have you had any opportunity to review replays of

15 this event?

16 A. No. Not since the day of.

17 Q. Okay. Did you want to do that before you answer the

18 questions or are you good with --

19 A. I'm good with what we have.

20 Q. Okay. All right. Very good. And -- but you did listen to

21 it back then?

22 A. Yes. So, what happened when I went over the whole process

23 over (indiscernible) at the end of it, I was at the watch desk

24 helping them deal with the accident package and everything. So,

25 they had it on loop, or they were listening to it a lot back and

1 forth. So --

2 Q. I gotcha.

3 A. I ended up listening and seeing all of it. It just wasn't
4 sit down, start to finish, the whole thing.

5 Q. Right. I gotcha. Okay. And do you recall -- when you took
6 OS that day, when you took the sup position, was a relief briefing
7 conducted. Do you guys do relief briefings as OSs?

8 A. Yes. Let's see. I got one from CIC Shane Gutierrez (ph.).

9 Q. Okay. Do you recall if you used -- if that was recorded?

10 A. Every record -- every briefing that I have, I try to make
11 sure they record it. So, to the best of my recollection, it was
12 recorded.

13 Q. Okay. So, you guys do have a process that sups will normally
14 record --

15 A. Correct.

16 Q. -- the briefings as well. Not just the first
17 (indiscernible)? And do you know, was a checklist utilized or do
18 you routinely use a checklist when you do that?

19 A. Yes, we have, we have a checklist underneath the glass at the
20 desk and --

21 Q. Okay.

22 A. -- we go through it.

23 Q. All right. Very good. And so, these, considering the area
24 and the area where this took place on the TIROE(ph.) sector, in
25 your opinion, as a supervisor there, on a scale of one to five,

1 five being the heaviest, how would you rate the traffic volume at
2 the time of the event?

3 A. A one.

4 Q. Okay. And do you feel that is normal for that time of day
5 and day of the week type of thing? Or was it below average or
6 above average or -- you know, that's pretty --

7 A. So, usually at that time of day, we're split into the four
8 sectors that we were on. And so, the way the sector configuration
9 was, that is a normal routine flow of traffic.

10 Q. Similar question on a scale of one to five, five being the
11 most complex, how would you rate the traffic complexity at the
12 time of the accident?

13 A. One.

14 Q. Okay, same question. Normal for that time --

15 A. Yeah.

16 Q. -- or traffic? Okay. And then another one to try to think
17 back. Was there any -- leading up to that, were there any
18 distractions either at or leading up to the time of the event that
19 could have been a distraction to the operation? And this could be
20 anything. So, really kind of think about it for a second, like,
21 you know, problems with equipment over somewhere else, somebody
22 making a loud bang in a facility, the environmental controls were
23 off, it was super-hot or super cold, or you were having equipment
24 issues in your area, there was another emergency in progress, you
25 were having personnel issue. Anything that could have, like,

1 taken you outside, you know, distracted the normal work routine.

2 A. None that I'm aware of.

3 Q. Okay. And do you recall the general weather conditions
4 around the time of the event? IMC, VMC, was there precip in the
5 area? Do you recall if there were any hazardous in flight weather
6 advisories out AIRMETs, SIGMETs?

7 A. I will say it was a month ago, but from what I can remember,
8 it was a -- weather was a non-factor in the area that day.

9 Q. And do you receive the pre-duty weather briefing as an OS?

10 A. Yes.

11 Q. And did you -- do you know if you received it on that day?

12 A. Yes, I did.

13 Q. Okay. Do you recall -- did anything stand out to you of the
14 weather briefing that day, like stand out to you -- I mean, you
15 may have even copied everything, and that was it.

16 (Indiscernible).

17 A. I have to get one every day. I don't remember anything
18 specific about it.

19 Q. Yeah. Sometimes something gets said in one that you're,
20 like, yeah, I remember that day because they said, blah, blah,
21 blah. You know, so, all right. And did you have a cellular phone
22 or PED on you at the time of the event?

23 A. I don't. I don't recall.

24 Q. Okay. And --

25 A. What is a PED?

1 Q. Personal electronic device.

2 A. Oh, okay.

3 Q. Like an iPad or something.

4 A. Yeah.

5 Q. Connected. Have you -- had you requested a relief position
6 or assistance in your area leading up to the time of the event?
7 Or were you on your normal sup rotation and everything looks
8 normal at that time?

9 A. I don't, I don't quite understand.

10 Q. So, like, meaning when you're suping, how long -- are you
11 just expected to sup there, the whole shift, like you're not going
12 to leave your position. I mean, I know you're going to --

13 A. Yeah.

14 Q. -- leave, but I mean, do you rotate with another sup or do
15 you generally or --

16 A. So, when there is supervisor overlap --

17 Q. Yeah.

18 A. -- we try to make sure that we use each other, but if not,
19 then we use a CIC. I had just gotten there at 9:30.

20 Q. Okay.

21 A. I had annual leave approved at the beginning of my shift, so
22 I was pretty much just starting my shift when --

23 Q. Okay, and that's where I was going. Meaning, had you been
24 there a while and had you called somebody to say, hey, dude, I
25 need relief, I'm waiting on a relief, and you were waiting for

1 that when this occurred?

2 A. No.

3 Q. It doesn't sound like you had been on position not very long
4 as a normal rotation for you.

5 A. Correct.

6 Q. Very good. And did you notify your immediate supervisor
7 about this? Because I guess in this case, operational would have
8 been the OM, right?

9 A. Yes.

10 Q. Are you the one to notify the OM of this event?

11 A. Yes. As soon as I was aware of the situation, I printed out
12 a strip and they -- from what I understand, they liked having a
13 strip for it. So, I walked the strip up to him, and then they
14 have a scope up there, and I can't remember if I did -- I usually
15 do can't remember if I did it at a specific time. But you can
16 pull up a sector, and I'll say, hey, it's this guy, this is what's
17 happening.

18 Q. Okay.

19 A. So as soon as I was made aware of it and I got to strip up, I
20 brought it up to the OM.

21 Q. All right, so that covers the black and white questions. And
22 so, that's where I'd like you to take me now. I would like you to
23 tell us the story to the best of your ability and I'd like you
24 pick it up when you, when you first became aware that there was a
25 problem, whether it was something you heard or somebody told you

1 or they grabbed you, whatever it was, take us from the point that
2 you were made aware and then step us through how things played out
3 until the point that you were -- you guys were just doing, follow
4 -- you know, post-accident coordination, that you knew there was
5 -- had been an accident, everything else. And kind of just -- and
6 be -- in this, try to be as detailed as possible as you tell us
7 this story.

8 A. Okay.

9 Q. So take your time doing it and just like step us through.

10 A. All right.

11 Q. All details are good.

12 A. Okay well, our best bet's -- I'm just gonna go on what I have
13 here.

14 Q. Yeah, you can use that. Absolutely.

15 A. So, pretty much right before it happened, I took the position
16 from the CIC. I was working on the tasks that come with the
17 morning shift supervisor. We had this thing called a three- and
18 ten-day outlook. I'm checking my own team, checking to see if the
19 area had completed their team requirements, checking to see if
20 they'd done weather briefings, stuff like that. Printing the CIC
21 list, checking if they did eLMS, all that kind of stuff. So, when
22 I was going through, I was doing that and in the process of doing
23 that, I -- Mr. Jones got my attention. He was at the sector. You
24 hear everybody's -- the way they talk.

25 Q. Mm-hmm.

1 A. And it was just a little different. So, he's saying -- he
2 said, hey. So, it brought my attention to it pretty well. So, I
3 came over. I understood that he was having a situation with a
4 pilot. Before I even got to the training team that was sitting at
5 R-11, which is the sector to the right of him, the training team
6 had already broken up and the trainee, who was certified on to D
7 side, scooted over, and started helping him. So, I didn't have to
8 assign that. Let's see here. I had my -- I switched my head set
9 to monitor R-9. Let's see. Drew Jones told me that the pilot was
10 having a rough running engine at first. I heard the pilot, they
11 asked for the closest runway. Drew Jones told the pilot it was
12 ALX Airport. I heard Drew give him the airport info, and the
13 local weather at the field. I had to -- I helped him -- he was
14 having -- when he asked for the weather as well, I went to the
15 (indiscernible) scope, next to him, sector 10 wasn't open, and I
16 pulled up the weather over there. So, he leaned over and read the
17 weather from there. I called Montgomery Approach which is the
18 airspace over the sector and wanted to make sure that they -- if
19 they knew anything about the aircraft. At the time, sector 9 had
20 pointed out the aircraft, but they did not hand the aircraft off.
21 I asked Drew if he was planning on holding on to the aircraft or
22 switching him to Montgomery approach. There was another time, I
23 can't remember what I was saying to him, but I did try to
24 interject something with him. And the pilot was pretty much
25 taking his attention. And I asked him something and he -- before

1 he could answer, he had to turn back around. So, he had his --
2 had a lot of his -- he had his attention on trying to help this
3 pilot. Let's see. Drew told me he tried to switch him but was
4 out of radio communication. Now, when he told me that, I was
5 unsure if he was switching him to the advisory frequency of the
6 airport or Montgomery Approach. But either way, the aircraft did
7 not respond. So, we had an aircraft try to relay on our frequency
8 to get a hold of him. But that didn't work. We had an aircraft
9 switch to the CTAF. I believe that's what you call it at the
10 airfield, to see if they could raise the pilot. And that didn't
11 work. I asked the controller to have another aircraft broadcast
12 on guard for the pilot and also listen out for an ELT. Pretty
13 much no communication was made again that I was aware of after
14 Drew told me that no ELTs were reported. So, what was going on,
15 the Area 6 supervisor was also helping me. We tried to get a hold
16 of the airport. AIRNAV, I believe was the website. I also
17 Googled the airport, the phone numbers that came with -- that came
18 up pretty much just said it was not a working number. So, the
19 Area 6 supervisor was helping me pull up the businesses and the
20 things that we couldn't pull up at the airfield and calling them
21 to see if they had a number to get a hold of someone, to see if
22 the guy landed, because he was, from where I could see him, where
23 he was lining up, he would have landed pretty soon to where --
24 when we stopped talking to him. So, we would have been
25 (indiscernible) pretty quickly, if that was the case. I call the

1 Montgomery Approach to see if they had the number that worked, and
2 they were running into the same issue that I was for the airport.
3 Montgomery Approach eventually called back and gave me the number
4 of the airport manager. They also relayed that there was an
5 aircraft crash, to me, but they had not confirmed it was the
6 aircraft that we were working. They later called back and said
7 the crash was confirmed to be the same aircraft that we were
8 working into ALX airport. They relayed the place of the crash.
9 It was -- they gave me an address and I saw that someone was
10 transported to the hospital. So, pretty much after all this, I
11 gave the Area 5 watch desk to another supervisor, Heath Williams
12 (ph.), and I went to the OM watch desk and gave -- and helped with
13 the accident package. All the information that I was getting, I
14 was relaying to the, to the watch desk, whether via the phone, or
15 couple of times I got a busy signal, so I had to walk up there and
16 hand them the note themselves -- or myself.

17 Q. Okay. All right. So, you were relieved off of OS then?

18 A. Correct.

19 Q. At that point? And you went back, and you were just helping
20 with coordination and communication with the OM?

21 A. Yes, I was pretty much -- I didn't have anything specific. I
22 was asking how I could help.

23 Q. All right. So, in this case -- so to take you back, you were
24 monitoring, the controller got your attention, we got a problem on
25 this airplane. You switched over to start listening to start

1 monitoring that frequency. Did you remain monitoring that
2 frequency for the rest of the time that you were there before you
3 went back to the OM's desk?

4 A. I don't remember changing it. It was --

5 Q. Were you utilizing the cordless headsets that you guys use?

6 A. Yes.

7 Q. Or the wireless?

8 A. Mm-hmm.

9 Q. What was your perception of the pilot's state when you -- as
10 you listened to him, from the parts that you were able to hear?

11 A. He sounded he sounded nervous, and he sounded busy. Keep in
12 mind, I had a lot of -- wearing the headset, taking it off to
13 answer the phone.

14 Q. Sure.

15 A. So, I wasn't listening in its entirety, 100 percent, because
16 I was also talking and coordinating as well, so it was on, on and
17 off, and on and off during this time.

18 Q. Okay, do you remember having any type of conversation with
19 the controller about what they we redoing with them or what the
20 plan was, or what was going on? Or was it -- tell me a little bit
21 about that.

22 Q. So, obviously, he was, he was talking to the aircraft. From
23 what I was hearing, what I was seeing, when I -- times I was
24 standing behind him, he was trying to line them up for the runway
25 at ALX, the south runway. I think it was one eight, I can't

1 remember. And from what I was -- from what I was seeing, he was
2 holding on to him because he was still -- he was the one giving
3 him the vectors to get it lined up with the runway. My assumption
4 was that he was holding onto to him to work him all the way to the
5 ground down because he was, he was obviously flustered and busy
6 and, you know, scared. The pilot.

7 Q. Yeah.

8 A. That's when I -- that's why I asked, are we handing him off
9 to Montgomery Approach or are we holding on to him. But by the
10 time I asked that he said he had lost communication with him.

11 Q. Okay. Was there any, was there any discussion or did you
12 have any discussion with the controller at the time about what his
13 plan with the aircraft was? Meaning how were they getting him
14 into -- you said you pulled up the weather, right?

15 A. Mm-hmm.

16 Q. And the weather, as I understand, had low ceilings in the
17 area in Alexander City. Right?

18 A. I pulled up the weather? I did not --

19 Q. He did. Okay. You didn't actually --

20 A. Correct.

21 Q. Okay. And so, what did -- what was your perception of what
22 the controller was doing with the airplane? Was he just trying to
23 set them up for a visual or was he trying to (indiscernible) get
24 into a visual state or what? I mean, what was your --

25 A. I can't speak to what Drew was thinking. Well, I was

1 assuming that what was happening was he was just trying to line
2 him up with the runway. The rough running engine ended up turning
3 into having no engine. And so, he was just trying to get him to
4 the runway to land, pretty much.

5 Q. So, you said it went from a rough running engine to no
6 engine. Do you remember, were you monitoring, did you hear the
7 pilot say when that had changed for him, or --

8 A. I don't remember who told me. The D side or the R side told
9 me that he had lost his engine. So, it started off as a rough
10 running engine. I remember -- I listened to the recording, he
11 said he didn't get it back, that everything was a little bit
12 better, and then he completely lost it.

13 Q. Okay.

14 A. But when he lost the engine, that's -- I can't remember if
15 Bobby told me, or Drew told me.

16 Q. Okay. I'm going to pass it along for now.

17 A. Okay.

18 MR. SOPER: Karena.

19 BY MS. MARINAS:

20 Q. All right. So, do you know what altitude -- well, actually,
21 first of all, what sectors are you certified there in the area?

22 A. I'm certified at Martin Lake (ph.), it's the ultra-high
23 (ph.).

24 Q. Okay. Do you know what altitudes you generally lose radio
25 and radar coverage in that area, where the accident was?

1 A. No, I do not.

2 Q. Do you know if there's been any recent operational changes or
3 airspace changes in that area?

4 A. None that I'm aware of. To speak relative, I've only been
5 certified in the area for less than a year. So --

6 Q. Okay. No --

7 A. -- from my experience, nothing has changed.

8 Q. Nothing's changed in the last year.

9 A. Mm-hmm.

10 Q. And the sector sectional charts, other than what's above the
11 consoles there, do you have any other charts in the area that are
12 available?

13 A. I'll speak to my last facility. I know they would hand out
14 the books. I have not been around for the chart change or update
15 to know if they have those out or not, but I know they at least
16 have the sectional charts above the, above the scope.

17 Q. Okay. The emergency checklist that's available on the scope,
18 do you -- like, what is your opinion on how easy it is to get to
19 that?

20 A. Well, it all depends on how you have your settings. It can
21 be buried in the master toolbar and pulling it all up, or you can
22 have it tear off, you can pull it off onto your scope, so you just
23 select it. So, it really depends on if you have a tear off for it
24 or not.

25 Q. Do you have a tear off for yours?

1 A. On mine, yes.

2 Q. Do most of the controllers in your area have that?

3 A. I honestly couldn't tell you.

4 Q. Do you feel comfortable making a suggestion to them on
5 putting something like that on their settings?

6 A. Yes, I would feel comfortable doing that.

7 Q. So, what is the terrain like in that, in that area? All the
8 sectors in that area.

9 A. I know we don't have any high MVAs or mountains and stuff
10 like that. So, I know it's the MIAs, MVAs, the terrain are pretty
11 low comparatively to what they are north of Atlanta.

12 Q. Low, like what?

13 A. Well I came from Jax (ph.) Center, so everything was 1,800
14 and 2,300 because everything's flat there. I can't tell you what
15 the MIA (ph.) is in that specific area, but I know -- I just know
16 we're not in the same mountains in that area. But I couldn't
17 speak to the actual altitude around it.

18 Q. Okay. What was your training like when you came here for --
19 is this -- you were a supervisor at Jacksonville Center right?

20 A. Correct.

21 Q. And so, what was your supervisor training once you came here
22 last January?

23 A. So, I showed up in January. I did -- per the training order,
24 followed all the map study in the area. I think it was an area
25 rating test. I went to the lab for the sector that I was about to

1 go to. There was also a supervisor checklist I had to go through
2 and meet different departments and talk to other things and talk
3 to other people about how things go here. I mean, there's maybe
4 something I'm missing, but we did follow the training order
5 because there's a checklist to make sure you get everything done.
6 And that checklist was completed. I went to the lab, came down to
7 the floor, trained as an OJT with an OJTI, I certified on the
8 position, and then I trained on the desk with another supervisor.
9 Then after a little while I had to train for midnight shifts. But
10 that's pretty much it.

11 Q. Would you say you feel like you've gotten adequate training
12 to be familiar with, you know, how the area operates, what are
13 some of the limitations in the area, what are some ways you can
14 help controllers in the area?

15 A. Yes, I believe I was trained properly for that.

16 Q. Yeah. The training for that wasn't something that you had to
17 try to figure out on your own?

18 A. Correct. I mean, everything goes better with experience, but
19 the training I got, I felt was sufficient for that.

20 Q. To be prepared to help out?

21 A. Correct.

22 Q. Are you familiar with the IFR procedures in and out of the
23 airports in your area?

24 A. I am familiar in the process as I was certified on a sector
25 that handled uncontrolled airports. To be able to quote verbatim

1 all the procedures for those airports, I don't know them by heart.

2 Q. Do you know which ones in your area have IFR procedures?

3 A. I know that -- I know some of them, I'm sure I can't list
4 every single one of them, but I know that we do have IFR
5 procedures for the airports. That's a situation where we rely on
6 the experience of my controllers, if there was an issue with one
7 of them.

8 Q. How about training? Well, how about -- what kind of time do
9 you have to have meetings with your team in your area?

10 A. We have just started implementing that. I did team training
11 in December for the first time with my teams. Drew Jones is not
12 on my team, but I did meet with the two crews that I was over, in
13 December.

14 Q. And what did you guys go over?

15 A. The SAFE (ph.) briefing that they send out and the CISP
16 briefing. I can't speak to what they were that month. I went
17 over expectations. I still feel like I was kind of pretty new, so
18 I was make sure everybody knew who I was, what to expect from me
19 when I was here as a supervisor. We were getting a new OM, so I
20 told everybody that. We probably went over some other stuff, but
21 I can't remember exactly what was said.

22 Q. So, you got the CISP briefing and the SAFE -- you're talking
23 about the Local Safety Council monthly safety briefing. Is that
24 what the other one was?

25 A. So, there's a specific, like, bulletin that they email out

1 (indiscernible). Yes.

2 Q. Oh, okay. Okay. Okay.

3 A. So, we went over whatever the topics were on those.

4 Q. Were those given to you by QC or did you just --

5 A. They end up in my inbox. I can't tell you who sends them.
6 His last name starts with a V.

7 Q. All right.

8 MS. MARINAS: I'll pass it on to you, for now.

9 BY MR. CHAMBERLAIN:

10 Q. All righty. So, during the event, you said you were at the
11 OMICs desk, kind of assisting in that regard, with the review and
12 the accident package?

13 A. Yeah. After I was relieved. Yes.

14 Q. Okay. When you turned in -- do you -- what kind of report
15 back does the OM expect, when you take a strip up there and you
16 say, hey, we got this emergency, this is the aircraft, and how do
17 you time hack it for knowing when an ALNOT would be -- need to be
18 put out? Do you do --

19 A. So, at the time, in this situation, the ALNOT is not
20 something that I'm worried about as the watch desk Area 5
21 supervisor. That would be an OMIC or whoever is in charge of the
22 watch desk functions. So, I didn't have any part of the ALNOT
23 during or after the situation.

24 Q. After you all lost comms and radar, how long was it before
25 when you were notified on the watch desk, would you say,

1 guestimate?

2 A. Well, I was -- so one of the times I was walking up there, I
3 believe it was from a busy signal, the person that was the D side
4 got relieved, and they were on their way out and on his way out,
5 that's when he told us that they had lost radar and he gave me the
6 altitude and the rough mileage from the airport when it happened.
7 And he said, he said it just happened. So, when he told me, I was
8 up at the watch desk telling them. It was all at the same time.

9 Q. Okay. And then, at that point, when did the ALNOT get put
10 out?

11 A. I have no idea. I had no -- I had no part in the ALNOT --

12 Q. Okay.

13 A. -- being worked on.

14 Q. All right. So enroute, you had the watch desk scope you
15 mentioned earlier pulled up the -- was that -- do you recall that
16 being monitored?

17 A. I can't -- I can't recall if I pulled it up. Like I said,
18 that is my normal practice when I have an emergency, I pull it up,
19 but I can't specifically remember, yes, I pulled up.

20 Q. Yeah. When the D side was walking out, do you remember --

21 A. I do not recall if it was up or not.

22 Q. All right. You said Mr. Drew was not your employee?

23 A. Correct. He was on a different crew than me.

24 Q. Okay.

25 A. At the time. Well, he's still not my employee.

1 Q. How often do you perform IPM on your employees?

2 A. I will say, I have a pretty good group of people. So,
3 usually, on the spot correction pretty much is all I really have
4 to take it. They -- from what I can tell, they do a good job.
5 They follow the rules that we need to. When I do have an issue,
6 like I said, I'll tell them about that. But I have to do a few
7 PROCs as well, over the past year. But for the most part,
8 anything that is like, hey, we need to fix this, they're very open
9 to me telling them and they usually work on it.

10 Q. Okay, that's good. So, when you were notified, it was, it
11 was said that the mayday, mayday, mayday call occurred through the
12 speaker due to landline usage.

13 A. Okay.

14 Q. Did you hear the mayday, mayday call?

15 A. No, I did not. The first thing I was aware of it was when
16 Drew got my attention.

17 Q. Okay. What actions did you take, or did you feel the need to
18 isolate that event by -- was there any coordination done for other
19 sectors to leave him alone or isolate that for him?

20 A. I do know that the -- I gave him the D Side. It was still
21 pretty slow. I know the Area 6 supervisor who sits behind me was
22 still pretty aware of -- aware of what was going on and he -- they
23 own the two sectors just north of what he owned. I did not
24 mitigate any traffic. But like I was saying at the beginning, it
25 was very, very slow and very non-complex. I can't speak to maybe

1 the D side may have, may have done something. But I --

2 A. Yeah. Okay. Just one more for the moment. Well, two. Did
3 you know that the aircraft reported that they had regained the
4 engine? It doesn't appear that you heard --

5 Q. So, I heard that after the fact, when I was, when I was up at
6 the watch desk, when they were -- I can't remember exactly what he
7 said. But it sounded like it was a rough running engine and he
8 thought things were getting better and then he lost it. That's my
9 understanding.

10 Q. And then, for the review of the event, were you brought in to
11 participate in the CER?

12 A. The only -- I've had --

13 Q. Or an SSR -- review?

14 A. No, I was not a part of that. But I was at the meeting of,
15 when you were all were here previously -- the FAA side

16 Q. QC Department, basically.

17 A. I don't believe so.

18 Q. Okay.

19 MR. CHAMBERLAIN: That's it.

20 BY MR. SOPER:

21 Q. So, looking at this outside in a little bit, as the event
22 unfolded, did you, did you end up doing any PROC on this
23 controller for this event?

24 A. I did not. I also am not his supervisor.

25 Q. Oh, that's right. He's out of a different area, so you're

1 not --

2 A. I can't speak to if his supervisor did one for him or not.

3 Q. All right. Well, let me ask you this. Based on what you
4 know post-event and all the details you've been able to gather
5 about what was happening, what was occurring, and what was going
6 on, do you feel that the -- that that controller met your personal
7 expectations as the ops sup on that position throughout that time?

8 A. So, when this was going through, I was relying on his
9 experience. He's got more experience in the area as opposed to a
10 lot of people. He wouldn't -- would I have done it the same exact
11 way? No, we're two very different supervisors.

12 Q. I understand that.

13 A. He gave, he gave him the -- that -- the MIA or the MVA in the
14 area. He was trying to get them to the -- to the airport as best
15 he could in his judgment, from what I could tell. So, I think
16 obviously Drew was trying to do the best that he could to get
17 there. And I believe that's overall what he -- the main effort
18 that -- what he was doing.

19 Q. Did you ever have a concern that the, that the aircraft was
20 not being put on any type of instrument approach or assurance (ph.)
21 to get to the airport?

22 A. From what I was understanding, that he didn't have much power
23 for anything, thing that was happening was getting him to a
24 runway. So, the fact that Drew was giving him headings and
25 telling where the runway was and then telling him about what the

1 MIA in the area was, I understand that he was just trying to get
2 him to that runway. I think that obviously the headings were the
3 fastest way to get there. So, again, my main concern was trying
4 to get this guy to go where he needed to go and the vectors were
5 what Drew was pretty much trying to make that happen.

6 Q. Okay. Was there anything that stood out about this, about
7 this event, from a services provided standpoint that immediately
8 stood out to you right away as either problematic or just concern?
9 I mean, there was some -- did anything jump out at you, or is this
10 one of those things that was just kind of, it was an emergency, it
11 just went on, we did our thing, and that was that.

12 A. You know, I mean, I can't speak to how long it was from, hey,
13 Jassen, to, we lost radar and there's pretty much nothing -- no
14 ATC services where -- we can provide after that. I can't speak to
15 how long that was, but as -- it felt very fast --

16 Q. Yeah.

17 A. -- living through it.

18 Q. Sure.

19 A. From what I could tell in the moment, it seemed -- I was
20 doing the best that I could. And from what I can tell, Drew was
21 trying to do the best that he could.

22 Q. All right. Let's shift modes just a tad bit away from the
23 incident itself, and just talk a little bit about when you're the
24 operational sup in your area, and you're on position there, or on
25 duty, do you -- has it been your experience so far that you

1 conduct most of your oversight from the sup's desk, or do you
2 spend more time in the area? You know, because based on juggling
3 administrative duties and other stuff, you have to be throughout.
4 Where does most of the work tend to get done from as a sup when
5 you're here?

6 A. I'll say it's very relative on the day. Often, I have five
7 scopes and two D-Sides, and there's weather everywhere. I'm never
8 behind that desk unless I'm posting something on the board or
9 checking the weather specifically. On a very normal routine day
10 with no weather, it's split between the two because I still have
11 to do things behind that desk. Like I said at the beginning, I
12 was doing all the others -- there's the responsibilities we have
13 to do that's on our spreader sheet for morning and evening shift
14 that I can't do sitting in the area. So, like I said, it's very
15 relevant to what -- if it's busy or slow.

16 Q. All right. In your own words, can you just tell me what you
17 -- explain your role as the OS? You know, so if somebody was
18 asking you outside of us, you know, just saying, like, what do you
19 do, man? Oh, I'm an OS. What the heck is that? Like, how would
20 you explain that to somebody?

21 A. I'd say I'm a little bit of everything. I'm a secretary.
22 I'm HR. I -- I'm traffic management. I'm pretty much in there to
23 manage my employees and mitigate risk. So, that's splitting
24 sectors when I need to, putting in the systems what I need to,
25 making sure that the TMIs that are given out are complied with,

1 making sure everyone has the resources they need to be able to do
2 their job successfully, and then also dealing with shift changes
3 and schedules. The schedule takes a lot of time.

4 Q. I don't envy center people on their schedules.

5 A. Yeah, that's pretty much how -- air traffic wise, it's
6 mitigating risk as best I can and managing the traffic that comes
7 through my area and the workload at the sectors.

8 Q. Has it been your experience thus far -- do you provide a lot
9 of on-the-spot direction correction while you're in the work
10 environment or does it not take much from you and your crew
11 generally operates well without that? Or how does it -- how has
12 it been so far?

13 A. So, the two crews I had last year when this happened, were
14 very, very easy to get along with, very open. I was able -- I
15 could be able to have a conversation with them and it wouldn't be
16 that big of a deal. And not too much input was needed from me
17 because most of the time they did a good job. But the times that
18 it would happen, it was very easy to deal with and talk about.

19 Q. In this case you said Mr. Jones, he is not one of your
20 regulars --

21 A. Correct.

22 Q. -- so he was -- was he filling for somebody else? Was that
23 the deal? Did he take somebody else's shift, or was he --

24 A. No, from -- I mean, I can't tell what his normal shift is,
25 whether he would have been there or not, but I've -- I mean, I did

1 overlap with him.

2 Q. Oh, okay.

3 A. So, he would usually work Wednesday mornings from what I can
4 remember. Was this a Wednesday, or was this a Tuesday?

5 Q. I think it was a Tuesday.

6 A. Tuesday. Okay.

7 Q. Okay.

8 MR. TOMICICH: And Brian, when you get to a good spot, if we
9 could take a break.

10 MR. SOPER: Yeah.

11 MR. TOMICICH: Anytime that's --

12 MR. SOPER: Yeah, we can take a break right now, actually,
13 this is a good spot. Let me stop the recording. I show the time
14 at 3:10. And we'll stop, we'll pick back up in a minute.

15 (Off the record.)

16 (On the record.)

17 MR. SOPER: All right, we have restarted the recording.
18 We're back in. It is 3:15. It was a good five-minute quickie.
19 All right. That probably wasn't the right word to throw in there.
20 All right. So where were we at when we left. Who was asking --
21 were you asking questions, or was I?

22 MR. CHAMBERLAIN: You.

23 MR. SOPER: I was? And what was the last one I asked? Does
24 anybody recall because I --

25 MS. MARINAS: On the spot corrections.

1 MR. SOPER: -- hit the -- oh, yes. So, you were good with on
2 the spot corrections.

3 MS. MARINAS: Overlapping with Drew.

4 BY MR. SOPER:

5 Q. So, how many how many OSs do you have in your area right now?

6 A. So, right now we have three, and one in training.

7 Q. Okay. And is that adequate to cover the -- adequate
8 resources to cover you guys being able to conduct performance
9 management, administrative duties and monitor the workforce? Are
10 you understaffed right now or -- how does that work?

11 A. So, we also can use CICs to get out, or to take a position
12 for us to go in the back. So, if we need to do stuff like that
13 and the time arises, we usually have the staffing to be able to do
14 it.

15 Q. How often do you -- would you say you have to use CICs here?
16 And when I say that, I mean, you can throw like a -- so is it
17 frequent, routine, infrequent, almost never?

18 A. It's subjective. So, like, I'm the only supervisor in my
19 area on a night shift, so I have to put in a CIC. Now if you're
20 talking about an entire shift, it doesn't happen that often.

21 Q. I got you. That's understandable.

22 A. I use a CIC at least once every day when I'm here because
23 there's only two supervisors. There's one in the morning and one
24 in the afternoon. I don't have any overlap other than using a
25 CIC. So they're only in there for my break, but I still use a CIC.

1 Q. So, you generally work nights, CIC, is that right?

2 A. No. So, all right, so when you're on your shift, you're the
3 only supervisor. So on my night shift or my day shift, whatever -
4 -

5 Q. I'm with you.

6 A. Yeah.

7 Q. I'm with you there. So, okay. Do you, as OSs, either in
8 your area, the OSs that you directly work with, or as a group from
9 the facility, do you guys ever hold any OS type meetings where you
10 guys get together to talk about, you know, the trials and
11 tribulations of OS work? You know, like, how are we getting this
12 done? What are good practices, what are lessons learned, what's
13 happening out there? How's everybody -- or is there any of that
14 that goes on here?

15 A. We have a meeting with our OM every month and they try to
16 move it around we're all shift work, but yeah, we've had one
17 consistently for as long as I can remember.

18 Q. All right. And are those productive, do you feel?

19 A. Yes, I definitely believe so. It gets everybody on the same
20 page. It's better than an email.

21 Q. All right. And so, I'm going to jump back to the event real
22 quick before I pass along for right now. I'm probably gonna have
23 a few more questions elsewhere.

24 A. Okay.

25 Q. Related to the event -- so understanding of what we know now

1 today, which is, you know, this is post event, this is not what
2 you would have known at the time, but you've been able to see some
3 of the event and everything now. Is there anything that you
4 identify with that you feel should have or could have been done
5 differently based solely on retrospect, not what you knew -- you
6 were only armed with, what you were armed with at the time. That
7 was that. But now, putting that together for the whole event,
8 from anybody's standpoint, do you identify with anything that,
9 like, this could have or should have gone differently? Or do you
10 feel everything was done like it really could have been?

11 A. I mean, we have multiple rules in the 7110.

12 Q. Sure.

13 A. You use your best judgment for a lot of things. I'm sure one
14 could argue the specific phraseology for a safety alert, low
15 altitude alert, but he still conveyed that information, maybe not
16 using the same exact phraseology for it. I think the overall
17 aspect of, the plane had an issue, we were trying to get him to a
18 runway, what happened to get him there the best we could was the
19 best possible way of doing it. I think, if -- looking back, you
20 can always Monday quarterback all this stuff, sure. The fact that
21 he was in emergency. You know there's always specific procedures
22 for that. Things may have been missed for that. But specifically
23 trying to get this guy who is in trouble, he needs to land, from
24 what I was able to hear and try to help with and try to support, I
25 don't know what else could have been done to get him to where he

1 needed to be, trying to land safely.

2 Q. Okay.

3 A. Does that make sense?

4 Q. Yeah.

5 A. Okay.

6 Q. Yeah, yeah. You're good. Now I'm going to go back to
7 general stuff real quick.

8 A. Okay.

9 Q. So, what is your relationship, not personal relationship,
10 your work relationship with the OM, like, as an OS, not as Jassen.
11 As an OS. Like, are you -- do you -- are you in constant contact
12 with them, generally, throughout a watch? Is that something where
13 you guys work very closely together? And if -- and then when you,
14 when you talk about that a little bit is -- can you tell me what
15 the general hierarchy is in the room. You know, like, so from the
16 controller to whoever is the big dog?

17 A. So, first for the hierarchy there's the controller.
18 Controllers report to me. I bring things to the OM at the watch
19 desk. So, flow of the control room, that's pretty much how it
20 goes. If OM needs me to go do something with a controller, they
21 don't go do it. They tell me and I get the controller and vice
22 versa. Hey, I need to go do this. Sometimes, (indiscernible)
23 talk to an OM but it's usually a union person doing it, in a union
24 capacity not as an air traffic capacity. But as for interactions
25 with the OM, they do their walkthroughs, they walk through the

1 areas, they're back and forth down the hallways checking on
2 things. If it's -- again, it's all subject to traffic and
3 complexity. If there's a ton of weather and I have a bunch of
4 holding and everybody's diverting, I'll call the OM, tell them
5 about change of destinations, you know, stuff like that. If
6 there's nothing going on, there's really no need to communicate
7 any air traffic situations to the OM because it's mainly reporting
8 to them for anything. Like, example, filling out an MOR. You
9 know what I mean?

10 Q. Right.

11 A. If there's nothing to file that fits into that category or
12 any suspicious activity from an airplane or change of destination
13 or whatever, there's nothing that I really need to report to the
14 OM, air traffic wise.

15 Q. Very well. All right, I'm going to pass along for now.

16 A. Okay.

17 Q. Like I said, I may have more.

18 MR. SOPER: Karena.

19 MR. CARTER: No problem.

20 BY MS. MARINAS:

21 Q. The weather sheets that you get from the Center Weather
22 Service Unit, can you describe what that whole process is and what
23 you do with them?

24 A. So, they -- the meteorologists will bring them down. Some of
25 them will give you a quick synopsis of what's coming. Other ones

1 just hand them to you. I get it. It has a synopsis at the top of
2 what the weather to expect coming through. I take it with me to
3 stand up. Then the first thing at stand up that they brief, is
4 the weather. So, even if they'll get a synopsis from the
5 meteorologist when they walk by to drop off the sheet, I still get
6 the full briefing when I get in. So, I take any notes that I need
7 to for the weather or for any traffic management initiatives,
8 anything that's going to impact my shift. And then I take it back
9 to the area. I put -- we have -- in my area, we have a clipboard
10 and I have the spreader thing that they make us use for the shift
11 and for the things we need to accomplish, a CIC sheet, a bunch of
12 other stuff that goes into that group. So, it's notes that I need
13 to keep to help me brief my workforce to set them up for success
14 when they're working their position. And then at the end of the
15 night, it goes into the 15-day file that the midnigher files
16 away.

17 Q. So, do you generally give that briefing to the controllers
18 when you get back, or does it just go into the -- into the desk?

19 A. So, when they give me -- I mean, obviously they can be very
20 in-depth about it, but it all affects Area 2, which is on the
21 northeast side of Atlanta, and we're on the southwest side, so I
22 don't brief them on the stuff that's not pertinent to us. I take
23 that information, I take it to how it's going to affect me and my
24 area. And then when they come back, I give that -- I give a
25 briefing about what the weather has changed since they left, when

1 they come back to take a position, and any TMIs that may have gone
2 out. But specifically reading from that sheet of paper, I don't.
3 I mainly just take the briefing when I get at stand up and convey
4 it to them.

5 Q. Okay. And what do you know about the LSC here?

6 A. I am the management lead for it as of the end of last month,
7 I think. Maybe. I can't exactly tell you when I took it over,
8 but I'm still new to it, but I'm technically on the leadership for
9 it.

10 Q. So, how often do you meet?

11 A. Once a month. I think, I think the December meeting was the
12 first meeting of me taking it over. Yeah, we meet once a month
13 and we were actually -- that was the meeting I was on before I met
14 you all, going over agendas and what we're doing and what we're
15 trying to implement, moving forward.

16 Q. So, it's kind of like a kick-off meeting, maybe?

17 A. Yeah, well, we were supposed to do that in December, but
18 everybody was on leave. So, this had a whole lot more people show
19 up today. So, it was definitely around before I was an LSC member
20 before, but it was -- we're trying to make some new ideas we're
21 trying to implement.

22 Q. On like what?

23 A. So, the first thing we were trying to come up with briefings
24 for the workforce. So, LSC, as a council comes together,
25 everybody from all different areas come up with ideas or things

1 that they have noticed or safety issues that maybe we can have a
2 discussion about. So, we get volunteers to make presentations.
3 And get usually -- we're trying to get a video of the specific
4 situation, you know, like not calling merging targets or similar
5 sounding call signs or descend via traffic alerts, stuff like
6 that, and then using it as an open forum as opposed to, this is
7 what the book says, this is what you're supposed to do, any
8 questions. You know? Seeing a situation and go, all right, what
9 could we have done differently here? What -- you know, have a
10 discussion as opposed to a presentation. You know what I mean?
11 So, that's the main thing we're working on right now.

12 Q. Okay --

13 A. Actually, traffic alerts and low altitude alerts were the
14 first presentation topic that we came up with.

15 A. Yeah.

16 Q. So, yeah.

17 Q. Glad to hear that.

18 A. Yeah.

19 MR. SOPER: Will --

20 MR. CHAMBERLAIN: Covered all that. (Indiscernible).

21 BY MR. CHAMBERLAIN:

22 Q. So, as LSC -- were you the only LSC here the whole time,
23 prior to taking a management lead, you said?

24 Q. Yeah, I was an LSC member. I don't remember when I was part
25 of it. I wasn't in March, when I certified, but I was a member

1 and then I became management lead in December.

2 Q. Okay, was -- did we discuss recurrent training? Do you
3 recall the last time you had recurrent refresher training, annual
4 stuff? And did it encompass simulator times and what was
5 (indiscernible)?

6 A. So, last time I was in refresher training was in Jacksonville
7 Center, in the lab. All that stuff -- recurrent training is the
8 4-hour, it's just all slideshow (indiscernible).

9 Q. Okay.

10 A. If that's the same thing I'm thinking of, that was also, last
11 time was in Jax Center, and I cannot -- other than -- well, with
12 the training order facility that says you have to have a refresher
13 training, I can't speak to anything outside of what we covered.

14 Q. As the LSC here, have you all been consulted or asked to be
15 involved in any of the curriculum that's built into some of the
16 training for the facility?

17 A. So, I personally have not, but I'm only -- there's a NATCA
18 lead as well. So, I don't know if they have asked him or not to
19 be a part of it. I know per the training order we have -- we have
20 say in what goes into the refresher training. But I have not been
21 asked.

22 Q. How would you say, as an OS here, what's your relationship
23 with the support offices to the floor?

24 A. They're always very helpful. I think every time I ever -- I
25 need something or I have a question about something, they're

1 pretty quick at getting back with me. I have very few dealings
2 with QC or 510, in that matter, but it's mainly with the training
3 department I have questions with. And that -- there's two or
4 three of them I'll call, or I get an email out there, and I always
5 get an answer back same day or the next day.

6 Q. So, that's just probably due to the influx of training --

7 A. Yeah.

8 Q. -- and the NTI and everything that's pushing for training?

9 A. Yeah. And --

10 Q. Go ahead.

11 A. But I'll just say that everybody still -- it's still -- it's
12 not a new training order, but everyone's still getting used to it
13 and the new requirements that come with it.

14 Q. Okay. So does the QC Office, or the Airspace Office -- is
15 there any monthly report or briefing that they provide to the
16 workforce, that you're aware?

17 A. Airspace, I don't recall any briefing of the workforce. QC,
18 I know I'm LSC, and its two different things, but I think that's
19 what we're trying to move towards is having that briefing. I will
20 say we do have a safety alert NOTAM, something else briefing
21 that's happening right now, the airspace and procedures is
22 briefing this week, actually.

23 Q. Okay.

24 A. I think Airspace is the one to briefing it, but I don't know
25 if it's specifically coming from them or not.

1 Q. Okay. One last one. Just (indiscernible) to this kind of
2 discussion, have you all any involvement in the ICV process?

3 A. LSC does. I know my NATCA counterpart has worked a lot with
4 that. I haven't, me personally, haven't been doing anything with
5 ICV these last couple of months. I've been trying to get the
6 presentation thing that I was just talking about up and running.
7 But yes, the LSC, as a function, can be a part of the ICV process.

8 Q. Okay. That's it for now. Thank you.

9 MR. SOPER: All right. Trying to play a little catch up
10 there. Okay. So, we covered refresher, OS, OM, QC, training
11 (indiscernible).

12 BY MR. SOPER:

13 Q. Are you certified on R-9?

14 A. No.

15 Q. Okay. And you never have been, correct?

16 A. Correct.

17 Q. And you came here from Jacksonville?

18 A. Mm-hmm.

19 Q. All right. I apologize. I'm scrolling through my notes
20 trying to make sure I didn't make another note on something.

21 A. I'm not going anywhere.

22 Q. All right. So, regarding the checklist that you guys utilize
23 here, they're in the scope, now, the new scope where they have the
24 tear offs, or they have a menu where you can drop them out. Have
25 those been -- first of all, this event, do you recall if anybody

1 was using that?

2 A. I do not recall if he used -- if he had one up or not.

3 Q. Do you feel or have you had -- do you even have much exposure
4 to those checklists right now? I mean, I guess as a sup, you
5 probably don't necessarily do --

6 A. I mean, I -- like I told her, I have, I have it up on my
7 scope. I know being a controller, what the things are expected
8 and required.

9 Q. Yeah.

10 A. But the actual tear off, and if everybody's got it, you know
11 what specifically it says on the tear off, I can't speak to that.

12 Q. All right. Very well. And let's shift to CWSU stuff. So,
13 have you -- did you ever utilize or are you ever in a position to
14 utilize the CWSU in a tactical support means?

15 A. Like, just call the meteorologist and asking questions?

16 Q. Yeah. Like, for how -- you know, like, whether you need
17 assistance like, hey, we got a guy -- or we're starting to get all
18 these report over here. I thought this wasn't coming until later.
19 Do you ever call them for tactical support like that. You ever
20 have communication with them?

21 A. I haven't had that situation here in Atlanta, but I did it
22 all the time in Jacksonville.

23 Q. You guys have weather down in Jax? All right. Very well.
24 Okay. So, you would feel comfortable doing it here though --

25 A. Oh, yeah.

1 Q. -- if you needed to. You feel if it came up, you would --
2 there's a good line of communication. I mean, do you feel that
3 the relationship is good with you guys, with the control workforce
4 and CWSU? Like, we've been some places where they don't even know
5 each other, hardly --

6 A. Yeah.

7 (Crosstalk)

8 A. I mean, I wouldn't --

9 Q. No, we never talk to them.

10 A. As a CIC, I would not -- I'd be surprised if they ever called
11 the meteorologist for something.

12 Q. Yeah.

13 A. But as a, as a planning out period or, hey, they might be
14 coming my way, what do you think about this frontal system, is
15 that hole gonna close up, is it gonna open up, you know, I don't
16 think that's a thought that would go over in a controller mindset,
17 but --

18 Q. Yeah. So, probably if you were going to put a tag on it
19 there you would say -- and I don't want to put words in your mouth
20 -- but they're used more in a strategic sense than a tactical
21 sense?

22 A. Correct.

23 Q. Okay.

24 A. We use it to plan ahead, not --

25 Q. Sure.

1 A. -- I need information on this.

2 Q. Right. Okay.

3 A. They give the weather -- they make the weather briefings.

4 They give us the standup weather briefings. They make the sheets,

5 and we use that. Most everyone uses that to plan out their day.

6 Q. Okay. All right. And just a just a real quick one, because

7 I wasn't sure exactly how you did this again. You had mentioned

8 earlier that when the -- when the controller got your attention

9 and you went over there, one of the things you did was pull up the

10 weather for him, for the field --

11 A. Yup.

12 Q. -- because you heard him say, Alexander (indiscernible).

13 Where did you pull that up? Was that on the scope?

14 A. So, D-9 -- or R-9 and R-10 --

15 Q. Yup.

16 A. -- so, it was combined up. So, R-10 was a dead scope.

17 Q. Gotcha.

18 A. So I just went over to that one and typed in WR space ALX and

19 it pulled it up in the weather box. So, I just drew his attention

20 to that box. He read the weather off of --

21 Q. He just read it --

22 A. -- the dead scope.

23 Q. Okay. All right. Very well. All right. I don't have

24 anything additional right now.

25 MR. SOPER: Karena.

1 MS. MARINAS: I don't either.

2 MR. SOPER: Will?

3 MR. CHAMBERLAIN: No, sir.

4 BY MR. SOPER:

5 Q. Is there anything -- before we wrap you up and get you out of
6 here, I really don't have that much more. So, is there anything
7 though -- I kind of asked you this a little bit, but I just kind
8 of want to hit you again. In retrospect, knowing now what you
9 know, looking at everything, how it played out, is there anything
10 that you do or think maybe should be done differently that could
11 help avoid this type of situation in the future? Or not
12 necessarily avoid it, but assist in it going differently?
13 Anything like that? I mean, was there just anything that you're
14 like, you know what, this probably could have been done better
15 right here, or we should have done this, now that I'm looking at
16 everything in front of me. Is there anything like that? Or do
17 you feel this played out
18 just --

19 A. From the information that I have, from what I understand, the
20 guy lost his engine. I can't do anything about that. All we can
21 do is provide services to the guy once he's lost his engine and
22 Drew tried to get him to the closest runway he could find.

23 Q. So, you're comfortable with the services that were provided -
24 -

25 A. Yeah.

1 Q. -- considering the situation?

2 A. Yes. Yeah. He was, he was in the thick of it, just like I
3 was. He has probably nerves, so phraseology could have been
4 different here or there, but the actual acts of, I'm having a
5 problem, get me to a runway, him getting them there, I don't know
6 if you could find another way of doing it that would have come up
7 with a different outcome.

8 Q. That's fair. All right, very well. Do you have any questions
9 for us?

10 A. Just, I mean, obviously, I'm not in a rush. Just when I
11 would get the copy, or the --

12 Q. Probably the --

13 A. Would it go straight to me? Would it go to my boss?

14 Q. It will go straight to you.

15 A. Okay.

16 Q. It will go straight to you. And, as a matter of fact, we'll
17 give you -- as a matter of fact, do you have an email that you
18 would like it to go to?

19 A. Yeah, my FAA email --

20 Q. Okay, so what will happen is, in about a month, okay, that
21 will -- we will put that out -- or we will get those in, rather.
22 We will send you a copy and send to them as well. But if for some
23 reason you're feeling like it's been a bit and you haven't heard
24 anything, please feel free to just shoot me an email, say, hey,
25 did you guys get a copy that yet. Because occasionally the court

1 reporters, you know, like if they have a bigger backlog or if
2 there's something going on, they may push that, if it's not an
3 emergent one. Because if they get other priority ones that come
4 ahead of it, they might push it a little bit. But generally
5 speaking, it's going to be roughly a month.

6 A. All right.

7 Q. I think we'll normally get those back in about 20, 21 days.

8 A. Okay.

9 Q. On the average.

10 MR. SOPER: Okay. I'm going to stop the recording for now if
11 nobody has any, oh, by the ways, saved rounds. Okay, I show the
12 time at 3:41.

13 (Whereupon, at 3:41 p.m., the interview was concluded.)
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CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: MOONEY M20B FATAL ACCIDENT
 IN KELLYTON, ALABAMA
 ON DECEMBER 13, 2022
 Interview of Jassen Carter

ACCIDENT NO.: ERA23FA087

PLACE: Atlanta, Georgia

DATE: January 12, 2023

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.


M
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

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Investigation of: *

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MOONEY M20B FATAL ACCIDENT *

IN KELLYTON, ALABAMA *

Accident No.: ERA23FA087

ON DECEMBER 13, 2022 *

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Interview of: DREW JONES, TIROE Sector (R9) Controller
Atlanta Air Route Traffic Control Center

Atlanta, Georgia

Thursday,
January 12, 2023

APPEARANCES:

BRIAN SOPER, Air Traffic Investigator
National Transportation Safety Board

WILL CHAMBERLAIN, Air Traffic Manager
Memphis Tower, Memphis ATCT
Federal Aviation Administration

KARENA MARINAS, Air Safety Investigator
National Air Traffic Controllers Association

SHAD MITCHELL, Representative

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I N T E R V I E W

(10:07 a.m.)

MR. SOPER: Good morning. My name is Brian Soper. I'm an Air Traffic Investigator with the NTSB. Here with us today we have, could you go ahead and state your name, your first and last name for the record please?

MR. JONES: Drew Jones.

MR. SOPER: Drew Jones, and you are the TIROE Sector Controller? Is that how you guys say it, TIROE Sector?

MR. JONES: Yes, yes.

MR. SOPER: On the day of the accident, and you're representative you have here today with you is?

MR. MITCHELL: Shad Mitchell NATCA ZTL FACREP.

MR. SOPER: Was that Chad or Shad?

MR. MITCHELL: Shad with an S.

MR. SOPER: Shad with an S, thanks Shad. And also with us we have Will, I'm sorry --

MR. CHAMBERLAIN: Chamberlain.

MR. SOPER: Will Chamberlain out of Memphis Tower, Memphis ATCT who is the air traffic manager there representing the FAA on our group.

And we have Karena Marinas here with us representing NATCA as an ASI for them. Those are the parties to our investigation.

A little bit about an NTSB investigation. We are a nonregulatory agency. We are not affiliated with the DOT or the

1 FAA in any way, and we are not regulatory. So we do not make
2 rules, we do not enforce rules, and our power is all in our safety
3 recommendations or safety alerts or whatever, safety products. So
4 essentially, what we're charged with is to investigate accidents
5 and serious incidents in the public transportation sector.
6 Specifically in aviation here, all civil aviation accidents we
7 have that requirement to investigate. All right?

8 And we develop a probable cause, which is what was it that
9 happened that allowed this to occur, and then develop
10 recommendations if we can either to industry or some segment of
11 the industry to help prevent reoccurrence. And that's our whole
12 job.

13 This interview is being conducted as part of the
14 investigation into the fatal accident that occurred on December
15 the 13th, am I correct on that? December the 13th involving -- I
16 apologize, I do not have that call sign in front of me.

17 MS. MARINAS: 74586.

18 MR. SOPER: N74586, thank you Karena. Your participation
19 today is what is going to help us put together all the pieces to
20 this investigation in order to develop that probable cause. To
21 ensure an accurate and thorough record a recording of this
22 interview will be sent to a court reporter for transcription.
23 Once that transcription is received, we will distribute that only
24 to the party members and yourself to review for accuracy.

25 If you find anything in that transcript that is anomalous or

1 not how you recall your testimony as you provided it, you can let
2 us know that and we will arrange for you to be able to corroborate
3 that with the recording in some way, shape, or form down the road
4 so that you can make that known and we can go through that. We
5 will not release a copy of the recording to anyone else and that
6 is for your own protection as well as ours. We don't want that
7 getting in the wrong hands even inadvertently.

8 Is there anybody, as we do this investigation we'll go around
9 the room. I mentioned this to you earlier so I won't spend too
10 much time on it, but we'll be in kind of a round-robin fashion.
11 We'll ask you questions until we've asked everything we need to
12 ask and then we'll let you out of here. We ask that you answer
13 everything to the best of your ability and to the best of your
14 recollection.

15 This is not a knowledge test nor is it any trick questions.
16 So everything we ask you just please try to recall with the
17 greatest detail that you can, and if you do not recall something
18 it's okay to say to say you don't recall, and if you don't know
19 something it's okay to say you don't know. All right? But if you
20 could, just do the very best you can to recall everything that you
21 can about the questions we ask. I know it's been a little bit of
22 time since the accident so that gets a little bit tougher. All
23 right. Do you have any questions for us before we begin?

24 MR. JONES: No.

25 MR. SOPER: All right, very well. So I'm going to kick off

1 and I'm going to have some very general questions for you --

2 MR. JONES: I do. I'm sorry. I do not waive my rights to
3 privacy.

4 MR. SOPER: Okay, understand. Now so what time did we have
5 as the starting time on this one, Karena?

6 MS. MARINAS: Originally 9:30.

7 MR. SOPER: Okay, and then we broke and what time did we
8 reconvene?

9 MS. MARINAS: 10:07.

10 MR. SOPER: 10:07, thank you. And Shad, I apologize Shad,
11 let me have your last name again?

12 MR. MITCHELL: Mitchell, M I T C H E L L.

13 MR. SOPER: Okay, great. Thank you.

14 INTERVIEW OF DREW JONES

15 BY MR. SOPER:

16 Q. And Drew, how old were you on the day of the accident?

17 A. 40.

18 Q. And your operating initials here?

19 A. Mike Buckshot (ph.).

20 Q. And you were the Certified Professional Controller on the
21 TIROE Sector at the time of the accident?

22 A. Yes.

23 Q. And that is in Area 5?

24 A. Yes.

25 Q. Okay. Do you have any prior FAA Air Traffic Control

1 experience, military, DoD, dispatch, any of that kind of stuff?

2 A. Not prior to ZTL.

3 Q. And do you hold any collateral duties or have you been on any
4 recent details that have taken you outside the facility that would
5 have affected your currency where you would had recertify or
6 anything like that?

7 A. No.

8 Q. And if you would kind of just give us your, kind of a 10,000-
9 foot bio about yourself, your aviation background. What I mean by
10 that is just generally how you came to where you are today, like
11 in high school I was always interested in aviation. I got my
12 pilot's license, I decided to be an air traffic controller,
13 whatever it is for you. How did that go for you?

14 A. I was always interested in aviation when I was a flight
15 attendant, and I went to school at Embry-Riddle to be a pilot.
16 And then switched over after three years and switched over to air
17 traffic major. And then about a year after I graduated in '05 I
18 got my first call and then was in Oklahoma City in September of
19 '06, and got here in December of '06, and I've been here ever
20 since.

21 Q. Cool. If you don't mind my asking, who did your mom fly for?

22 A. It was TWA, now it's American.

23 Q. Oh, so she's been doing it for a minute.

24 A. Oh a long time.

25 Q. Great. I always thought that would be, I always kind of

1 thought later in life that would've been a cool job to have. I
2 see all the perks they get travel-wise. So you probably got to go
3 a lot of places growing up?

4 A. Yes, she'd take me, we'd go around the country. We didn't go
5 to Europe. The parents didn't think that we would like the food I
6 guess over there. That was for her and my dad to go.

7 Q. All right. So have you ever been fired, terminated,
8 suspended, or asked to resign from any of your jobs since you've
9 been with the FAA?

10 A. No.

11 Q. And how would you describe your overall health? In
12 excellent, good, fair, poor?

13 A. Fair.

14 Q. Okay. And on the day of the incident did you have a current,
15 second-class medical?

16 A. Yes.

17 Q. You were currently up? And do you have any limitations,
18 waivers, or restrictions to your medical clearance?

19 A. No.

20 Q. And are you required to wear corrective lenses?

21 A. No.

22 Q. And were you taking any maintenance medications or over-the-
23 counter medications on the day of the incident that you can
24 recall?

25 A. I have to take blood pressure medicine.

1 Q. And you were taking it as prescribed?

2 A. As prescribed.

3 Q. Okay. And was drug or alcohol screening performed after, as
4 a result of this event?

5 A. No.

6 Q. Okay. And has there been any major changes in your health
7 over the last year? Big stuff. You know, I'm looking for yes, I
8 had a major surgery or, you know, I lost 40 pounds, I've gained
9 100 pounds, whatever, something that was major that affected your
10 overall health?

11 A. No.

12 Q. Okay. And similar question, any major changes in the
13 personal life over the last year, you know, got married, got
14 divorced, that kind of stuff?

15 A. No.

16 Q. Great. And lastly, any major changes in your financial
17 situation? Big stuff, bankruptcy, anything like that?

18 A. No.

19 Q. Okay. Now thinking back, this one's a little tougher because
20 I do know that we had a span of time that has occurred since the
21 accident, right. So this occurred on December the 13th, so it
22 happened in the morning around 10:30 or something like that I
23 believe. Working back 72 hours prior to that, so those three days
24 leading up to the day of the accident, so try to think back to
25 your schedule, what you would have been working, how your rotation

1 was. Was there anything in that 72 hours that was kind of a
2 wrench in the spokes of life so to speak? And what I mean by that
3 is, you know, did you get normal sleep, were you eating normal,
4 was it your normal daily routine, did you have children up sick,
5 or did you have somebody in the family have a car accident that
6 you were pulled away to do things like that, or was it pretty much
7 daily routine for you like any other week or rotation?

8 A. It was normal routine things.

9 Q. Okay. All right, very good. And did you file an ATSAP as a
10 result of this event?

11 A. Yes.

12 Q. Okay. And did you get acceptance back from the ERC?

13 A. Yes.

14 Q. Okay, great. And have you been interviewed about this event
15 prior to now?

16 A. Yes.

17 Q. Okay, and who was that with?

18 A. The ERT and the (indiscernible) and the QC.

19 Q. And that was back when we were here back in December,
20 correct?

21 A. Yes.

22 Q. Okay. And have you had an opportunity to review replays of
23 this event?

24 A. No.

25 Q. No. Did you want to listen to a replay before we do it?

- 1 A. No.
- 2 Q. And was a relief briefing conducted when you took the
3 position on that day?
- 4 A. When I took over the position?
- 5 Q. Yes.
- 6 A. Yes.
- 7 Q. Okay. And was it recorded?
- 8 A. Yes.
- 9 Q. And do you guys utilize a checklist there?
- 10 A. For the relief briefing, yes.
- 11 Q. Yes. Is it electronic or is it --
- 12 A. Electronic. It's on the scope. I believe they still do have
13 it underneath the keyboards but there's, it's on the scope now.
- 14 Q. Oh yes because you guys got the new scopes right. That's
15 right; I learned that while I was here. Okay. And to the best of
16 your recollection, did you use the checklist that day?
- 17 A. For me giving the Sector?
- 18 Q. When you were taking over the Sector?
- 19 A. I don't recall if the controller was using the briefing or
20 not, or the checklist.
- 21 Q. Do you guys conduct any overlap here? Is it part of your
22 facility requirements to conduct any overlap when you take over a
23 position or --
- 24 A. To like -- the same position?
- 25 Q. Yes, like either way, if you're taking it over, is the person

1 that's signing off, is there a requirement for them to stay on,
2 plugged in for two minutes or --

3 A. As far as I know, that is part of the briefing, so yes.

4 Q. All right, very good. So thinking back to the event, again
5 these are to the best of your recollection. On a scale of 1 to 5,
6 5 being the heaviest, how would you classify the traffic volume
7 that you had at the time of the event?

8 A. 2.

9 Q. Okay. And do you feel that was normal for that time of day
10 and day of the week?

11 A. Yes.

12 Q. You're saying that was normal operation, okay. And similar
13 question. On a scale from 1 to 5, 5 being the most complex, how
14 would you rate the traffic complexity during that time?

15 A. 2.

16 Q. Okay. And same thing. That's pretty much standard, normal
17 for that time?

18 A. Yes.

19 Q. And do you recall were there any distractions at or leading
20 up to the time of the event? And think on this, like this could
21 be anything, like another sector having an emergency, somebody
22 asking you for information, equipment problems, communication
23 problems, anything that would have been a distraction to the
24 operation around the time of the event that you can recall?

25 A. Not that I recall.

1 Q. Okay. And I know we're recording but we're still taking
2 notes. I didn't want you to think any of us are actually just
3 sitting online, you know, something like that. That's why we're
4 feverishly typing. So do you recall the general weather
5 conditions that were occurring at the time of the event? What I
6 mean by that is I'm not looking for you to spit out a METAR or
7 anything, I just want to know was it generally IFR, VFR, was there
8 precip, was it raining, were there advisories out that you can
9 recall? Any of that kind of stuff?

10 A. I don't recall any precip, and no one had gotten a PIREP from
11 anyone taking off or landing that morning that I was aware of. So
12 other than that, there wasn't any precip, and I only found out it
13 was cloudy after looking at the METAR at the airport.

14 Q. Do you remember on that date did you receive the pre-duty
15 weather briefing?

16 A. Yes.

17 Q. Did anything stand out in that to you? Do you remember
18 anything like, yes, I know they were taking about this. You know
19 is there anything that stood out to you, or was it, you know,
20 routine like you did any other time and nothing really stood out
21 as --

22 A. Routine.

23 Q. Okay. And did you have a cell phone or a PED on you at the
24 time of the event?

25 A. I don't believe so. I wouldn't think so.

1 Q. And do you recall, had you requested a relief or were you
2 waiting on a relief or were you on your normal rotation at the
3 time of the event?

4 A. At the time that I got relieved?

5 Q. No, at the time the event happened. So when you had that
6 individual online, were you waiting on a relief like you had
7 already been online? I don't have the logs in front of me so I'm
8 not sure you had been on position when it occurred.

9 A. As far as I recall, I was up for break when I was asked for
10 relief, my relief came.

11 Q. Okay.

12 A. It was after -- I had talked to him to the point where I
13 couldn't communicate with him, with the aircraft anymore.

14 Q. Okay.

15 A. So I guess technically the emergency was still going on when
16 I got a relief.

17 Q. Okay. And did you notify your supervisor about this event?

18 A. Yes.

19 Q. Okay. When did that occur?

20 A. After I heard the mayday call.

21 Q. Okay, so you brought it to the attention of the sup as soon
22 as that guy checked in and said mayday?

23 A. As soon as I figured out who was calling with the mayday,
24 yes, I let my supervisor know.

25 Q. All right. I understand. Okay, so that takes care of the,

1 you know, kind of black-and-white questions. And now we're going
2 to get into -- what I'd like you to do, if you could, try to think
3 back and take your time with this because details are kind of
4 important. Because sometimes the most minute odd detail makes a
5 lot of sense and it helps us go like, oh, now I see how those two
6 pieces fit together, right?

7 So take a bit of time to recollect this. But if you could
8 walk us through from the time, go ahead and start when you know
9 you took radar on this guy, or you took either the handoff or
10 whatever, and then he checked in. And then step us right through
11 everything to the point that you could no longer get ahold of him
12 and you were handing off the position. Just kind of tell us the
13 story.

14 A. I took a hand-off on him. He was going northwest bound, kind
15 of coming from the Auburn, Alabama area heading up towards the
16 Birmingham area. I don't recall where he was actually landing,
17 his final destination. Normal check-in, gave the altimeter, and
18 then I was offline talking to another sector, somebody called me,
19 and I hear over the speakers mayday, mayday, mayday call.

20 Now I couldn't tell, I didn't look immediately to see, I
21 didn't see it in time whether it was on guard or on one of my
22 actual frequencies. So I got off the call said I had aircraft
23 call with the mayday. He said mayday, mayday, mayday again,
24 roger, who's calling? It was the call sign, I'm blanking on the
25 call sign of the aircraft, and he said I'm having a rough engine.

1 I noticed he was in about a 500 foot climb at 6,500 feet. So I
2 started looking around, okay, what's the closest airports, and I
3 find, you know, Alexander City was the closest airport.

4 He said he did want to land. I gave him a heading, and after
5 giving him a heading, I gave him the airport information, the
6 runway, the length, and then gave him the weather for the airport.
7 I basically put him on the heading to set up for a landing on
8 runway 18. Meanwhile he was in a descent. He continued to
9 descend, and I said if you're able to maintain at or - MIA in the
10 area is 2,900. I said that once, I said it twice, then I asked if
11 he was able to maintain above that altitude, you know, he should
12 do that. I don't know that I got a response. I had, once he got
13 I'd say probably 2,000 feet I tried to call him and he was
14 unresponsive. And there was another aircraft at 8,000 feet. I
15 had him go over to frequency that the aircraft was on to make sure
16 he was already on that frequency.

17 So I had him try to relay to this aircraft to no avail. I
18 called the Montgomery approach. I tried to give him -- before I
19 had an aircraft I did ask him if I lose you, I might lose you
20 because of radar and radio coverage in that area, to contact
21 Montgomery approach if they are able, because Montgomery approach
22 usually gets better coverage radio-wise. And I never got an
23 answer. And then noticed basically at that point leaders were
24 down around 1,700 feet, 1,600 feet, and that's when I lost him on
25 radar.

1 They had talked to another aircraft on D side and either
2 Montgomery or Atlanta-Columbus approach was going to get this
3 aircraft and had to go up and see if they could see anything up
4 there. That's the last I recall.

5 Q. Okay. So let's go back to that initial check-in. So how
6 would you, well classify is not the right word. How would you
7 explain what was your perception of the pilot's state when they
8 checked in?

9 A. Checked in, initial check-in?

10 Q. Yes. Like what was his state?

11 A. Nothing out of the ordinary.

12 Q. Okay. So he declared a mayday. How long after you had been
13 online did he do that mayday? Do you remember?

14 A. I don't recall how long he was -- he was about 10 miles
15 outside of Columbus approach's airspace, probably about 12 miles
16 to the northeast of, or 15 miles to the northeast of Alexander
17 City Airport. So you know, it's a slow (indiscernible) A few
18 minutes I talked to them.

19 Q. And now once he had declared the mayday, what was your
20 perception of the pilot's state? I mean clearly mayday is mayday.

21 A. I could tell that he was very agitated or excited because he
22 was very, it was a loud mayday. He didn't announce his call sign
23 until I asked. So clearly he was under distress.

24 Q. From what you can recall, did he seem to remain that way
25 throughout or did you feel that subsided or got better or worse

1 or?

2 A. From his actions, I forgot to mention that also I noticed
3 giving him about a 230 heading, that's what I was going to set him
4 up to, hopefully he would be able to see some kind of landing
5 ability at runway 18. His heading fluctuated from basically it
6 looked like to me a 180 to a 270. Like he was going back and
7 forth trying to maybe get a visual of the land as he continued to
8 descend.

9 Q. Okay. And so if -- yes?

10 UNIDENTIFIED SPEAKER came to door: (indiscernible)

11 MR. SOPER: No.

12 UNIDENTIFIED SPEAKER: Not yet?

13 UNIDENTIFIED SPEAKER: No --

14 UNIDENTIFIED SPEAKER: No time soon? Told me to come up here
15 at 10:30.

16 MR. SOPER: No.

17 UNIDENTIFIED SPEAKER: Okay. What group is this?

18 MR. SOPER: NTSB.

19 UNIDENTIFIED SPEAKER: Okay.

20 BY MR. SOPER:

21 Q. Sorry about the interruption there. So at that point, were
22 you still -- at this point now, so the mayday was done, and then
23 you're working him and you're trying to get him vectored for you
24 said you had chose what airport was it again?

25 A. A L X, Alexander City.

1 Q. Alexander City. So as you're taking -- how did you
2 ascertain, where did you get the weather from for Alexander City,
3 is that something that's on your --

4 A. The supervisor at that time, and there's another sector next
5 to us that wasn't active. And as I brought up the, it was one or
6 the other, I cannot recall, but I brought up the airport
7 information and believe he brought up the weather. So the weather
8 was right there. Like I could look at the airport information and
9 look at the scope right next to me, and the weather information
10 for the Alexander City airport was right there.

11 Q. So at this point was the supervisor remaining with you at
12 this point? Like did he remain where, you know, over near your
13 position and assisting you with the --

14 A. As far as I know he was there for a bit. I can't tell you if
15 he was there for the entire time.

16 Q. All right. And so as you started to get this guy headed
17 toward Alexander City and the weather, I understand there were
18 some low ceilings out there if I'm not mistaken, right?

19 A. Yes, 800 feet.

20 Q. Yes. So what was your plan to get him into Alexander City?

21 A. I mean the only thing I could think of was like he would get
22 some kind of visual. That maybe, I didn't see the timing of the
23 METAR, so maybe that was inaccurate, and that the ceilings had
24 climbed a little bit, maybe he would be able to kind of set up for
25 something, or just get close enough that maybe he would see it.

1 That's what I was hoping that he would be able to see the airport.

2 Q. Okay. Along those lines, did you have a backup plan? I mean
3 like he's IFR, so how, if he's not able to get a visual or he
4 reports to you like I'm still IMC, what would have been, I mean
5 had that been part of your thought process yet?

6 A. No. I could see that he wasn't maintaining altitude. I
7 hadn't thought that far ahead yet.

8 Q. Okay. All right. Okay now I'm going to move forward just a
9 little bit on that, and at the point that you -- I'm sure we're
10 going to have some more questions maybe in the middle of that, but
11 I'm going to move forward just a little bit further and go to when
12 you actually ended up losing radar on him and you were no longer
13 able to communicate. You didn't have a radar and you didn't have
14 comms on him. What did you do with him at that point? It didn't
15 -- did you follow any procedures for loss of radar and radio
16 communications? Did you notify the sup of that?

17 A. I notified the sup that I lost him on radar and
18 communications. That I tried. I called Montgomery seeing if he
19 had asked if he had contacted them.

20 Q. You personally called Montgomery?

21 A. Yes. I called Montgomery and told them that he may be coming
22 over and that they'd have to let me know. They may be getting a
23 call from this aircraft and this is what's going on. But they had
24 already known about the, because Alexander City is technically
25 right on the edge of their airspace. So they had already known

1 about the emergency. But I just wanted to call and reiterate he
2 may be calling you, because I had given him their communications
3 frequency.

4 Q. And this airplane was on an IFR flight plan, correct,
5 already?

6 A. Yes.

7 MR. SOPER: Okay. I'm going to break off for now and I'm
8 going to pass it along to Karena. Karena?

9 BY MS. MARINAS:

10 Q. Do you recall what the equipment suffix was on the?

11 A. I believe it was a slant uniform.

12 Q. I'm going to go a lot slower trying to type and talk, but
13 that's because I want to make sure it all matches up correctly in
14 the end. So what altitude do you normally lose radar and radio
15 coverage in that area?

16 A. Depending on the aircraft, I've heard aircraft off of Alex
17 City at 1,000 feet departing and requesting like an IFR clearance.
18 Usually we don't do approaches in there, we hand them off to
19 Montgomery since it is technically in their airspace.

20 Q. Okay. How about the radar coverage?

21 A. Again, radar coverage I can usually see them anywhere from
22 1,000 feet and above.

23 Q. What is your MIA in that area?

24 A. 2,900.

25 Q. Do you know what the highest obstacle is in the area?

1 A. I didn't actually get up and look in that area where the
2 aircraft was to see if there was any obstacle. I didn't see
3 anything. One was in the area, but not where he was. The highest
4 I saw within a 10-mile range of him, but he never got that far,
5 was at 1,000 feet is what I saw.

6 Q. And that was from the chart above the --

7 A. The chart above -- yes.

8 Q. Is it a sectional up there?

9 A. Yes.

10 Q. Yes, we had looked at the, when we were first here and did a
11 tour of the facility in the area. I looked at the charts to see
12 what you had up there. It's, to me, it looked like it was really
13 hard to see, and --

14 A. It's hard to tell. You don't have it on your scope, you have
15 -- you know.

16 Q. Okay. So then in your mind as he is descending as long as
17 he's above 1,000 feet you're figuring he's probably okay in that
18 area?

19 A. He's probably trying to just find some view of the ground,
20 you know.

21 Q. Are there any IFR approaches into Alexander City?

22 A. Yes, there's an IF.

23 Q. And where does that start?

24 A. I think -- I can't remember the name of the fix.

25 Q. Where is it in relation to the airport?

1 A. It's north because it's a, for runway 18 which I was setting
2 him up. I think it was farther north. I think if he went maybe
3 directly west he would've hit the initial approach fix if I recall
4 the distance from the airport remembering.

5 Q. Okay. So normally if they're running an IFR approach into
6 there, they're going to be coming from that direction and setting
7 up for 18 is what you're saying?

8 A. Yes.

9 Q. So when we were here last we talked to a couple of the
10 managers and I think they basically had related that there wasn't
11 a lot of like team meetings, and you guys can correct me if I'm
12 wrong, but what we were gathering from that, there weren't a lot
13 of team meetings going on and/or even extra training going on.
14 And so I just want to hear from you if that's the case or if you
15 feel like you guys are getting you know --

16 A. Team training probably hasn't happened. I think they're just
17 starting it back up, but it hasn't been a thing for years.

18 Q. So no practice, for instance, for like low altitude alerts,
19 safety alerts probably then?

20 A. I have definitely gotten some sort of -- like in the event of
21 the, in the back room they have a sector set up and we have done
22 before we go back and do, what's the training I'm thinking of?

23 MR. MITCHELL: Recurrent refresher.

24 A. Recurrent refresher training, so we have done that before. I
25 can't tell you the last time we did it, but I've definitely had it

1 numerous times over my career.

2 Q. Okay. Would you say that that one's been a few years too or
3 just relayed to some?

4 A. I can't remember.

5 Q. Okay. Do you remember what the last recurrent training you
6 did and when it was?

7 A. If it's not recurrent, but I feel like we did recurrent last
8 year. We did have a meeting yesterday about like ALNOTS and stuff
9 like that. That's the last time we had any kind of meetings or
10 trainings. For recurrent, I think we have it every year, so I
11 believe we did have it last year. I just can't recall when it
12 was.

13 Q. Do you recall anything from it?

14 A. No.

15 Q. Was the supervisor monitoring the frequency after you called
16 him over?

17 A. I don't know. I couldn't tell if he was or not. Usually as
18 far as I recall, that's usually their way of doing things. That's
19 what they would do immediately. I usually can't tell that. I
20 guess they have their own headset and everything, so they're just
21 kind of doing their own thing so I'm not sure.

22 Q. This might be hard to recall too, but do you remember at one
23 point, because we even kind weren't sure about this, the pilot
24 either says "I'm engine out" or "I'm in and out". Do you remember
25 hearing something like that and what you maybe thought it was?

1 A. No because from the time it seemed what I heard when it
2 happened, there was other stuff I had to do in the sector. There
3 was other aircraft that I had to control. So I can't say that I
4 heard everything that he said.

5 Q. Okay. How is your local safety council here? Do you know,
6 do you hear about the local safety council at all or?

7 A. No. I mean I don't know, as far as I know, I couldn't tell
8 you who's on it or -- I know that I've heard them doing things,
9 and I understand who they are, but it's like I don't really get to
10 interact with them much I guess.

11 Q. So is that like because you're not more involved or you just
12 think that there's just not --

13 A. No. I'd say it's probably me because I'm not super involved
14 outside of my actual job. So yes, I don't do any of the side jobs
15 or off the floor stuff much.

16 Q. Okay. Are you an OJTI?

17 A. Yes.

18 Q. Do you have OJTI items that you generally cover with your
19 trainees?

20 A. Sure. You mean do I have specific things that I teach them?
21 Yes, I think every teacher has those, yes.

22 Q. So some of your personal things, and then also a list that
23 the facility has of things that you need to cover? I guess there
24 would be two parts in that question then to follow-up. Do you
25 have like your own separate things and then does the facility also

1 have a list?

2 A. The facility has a checklist of things that they want to see
3 you accomplish with your trainees. I think what I would do is
4 more of technique to get those things done, to accomplish that in
5 a, you know, timely and safe manner. So it's basically you've got
6 your checklist of things you want to make sure that this trainee
7 accomplishes, and you're way you think is the most efficient and
8 safe way of doing those things.

9 MS. MARINAS: That's all I have for now.

10 BY MR. SOPER:

11 Q. Before I pass along to Will, I don't want to forget -- I need
12 to rewind just a tad bit and go back to when you initially started
13 maneuvering, or I'm sorry, getting the aircraft heading towards
14 Alexander City, right. You provided him Alexander City and a
15 position so he could try to get set up for there. Was there ever
16 a point at which you were -- was there a consideration for putting
17 him on an instrument approach or were you strictly at that point
18 just concerned with hoping you could get him a visual on the
19 airport so that he could get down visually? Like what was the --

20 A. I did have the RNAV pulled up. I didn't really feel like I
21 got a chance to use it when I asked him if he was able to
22 maintain, and then by the time I realized I wasn't talking to him
23 anymore, you know, I think it was something that was in my mind,
24 but I hadn't gotten to that point when I realized he was
25 continuing to descend. As far as I know, as far as I recall for

1 that particular descent, he was below. I think that final
2 approach fix is 2,000. So I think as I saw him continue to
3 descend it wasn't, you know, kind of happened quickly so I didn't
4 really get a chance to set him up.

5 MR. SOPER: Will, I'm going to pass it back to you. Sorry
6 about that. I just didn't want to forget my questions.

7 MR. CHAMBERLAIN: No worries. It's kind of one of the
8 directions I was going to go.

9 BY MR. CHAMBERLAIN:

10 Q. So for that airport, did you have the ability to pull up and
11 to put the final approach course for that RNAV 18 on the scope?

12 A. I had the ability to pull up the chart -- they don't depict
13 any RNAV, just selected airports. We would depict the ILSs.

14 Q. Is Montgomery approaches MVA lower and do you know what it is
15 in that area?

16 A. As far as I know, it is lower because I've had aircraft where
17 they've requested a clear down to 3,000 feet and ours is like
18 3,500 or something like. Where they've been able to descend
19 farther than I would be able to descend it if they weren't - when
20 approach is closed. I do not recall what it actually is though.

21 Q. During the event the MSAW alert appeared to go off reviewing
22 the SATORI, did it ever occur that you never issued from what I
23 could tell an altitude alert to the aircraft, correct?

24 A. That's correct.

25 Q. Why not?

1 A. I think, you know, I just can't really say why I didn't say
2 those words. I did go two steps further and, you know,
3 (indiscernible), if you can't make that maintain at or above. I
4 did say the MIA twice that if you're able to maintain at or above,
5 I just didn't use the altitude alert --

6 Q. Phraseology?

7 A. Phraseology. And somewhere, you know, I kept thinking that
8 this guy's very distressed too, and I didn't want to -- I don't
9 know. It seemed like sometimes saying something like that I could
10 have made him -- you know, like freak him out or anything, so MIA
11 is 2,900 and again, are you able to maintain that or above that.
12 You know I kind of felt like the guy was just flying the plane, so
13 kind of just --

14 Q. Kind of amplified the moment?

15 A. Yes.

16 Q. Gotcha. No altitude was ever issued to the aircraft. At
17 some point the air pilot did say I regained my engine, do you
18 recall that?

19 A. Yes.

20 Q. And still no altitude wasn't assigned to the pilot who was
21 trying to fly the plane. Do you recall why?

22 A. I think he was assigned 6,000 and at that time I thought
23 since he had regained or said he had regained it that he would
24 maintain it. You know when he said he regained it, I asked if he
25 still wanted to go to the airport and he said yes. I think at

1 that time I had probably given him a heading. I noticed the
2 erratic turns and descent, and then I guess in my mind he still
3 felt like he was having an issue. So I, you know, I didn't want
4 to assign him something that he couldn't, you know, let him figure
5 it out. Also, you know, again, I was tending to the other
6 aircraft in my sector at times to make sure nothing else was
7 happening. So I think that may have, I just may have gotten lost
8 in not assigning him an altitude. In my opinion, it didn't appear
9 like he could maintain altitude.

10 Q. Okay. Leaning towards, well one more question. Did you ever
11 observe him squawking anything different than his discrete code?

12 A. Not that I noticed.

13 Q. Okay. So you might not be able to speak fully to this, but
14 well did you have D-Side assigned to this sector?

15 A. D-Side, a trainee was working on another sector, and when
16 they heard the mayday call, the trainer sent the D-Side over. It
17 was very quick so I didn't have to ask for one. It just, he
18 immediately kind of came over and started helping out.

19 Q. Okay. Do you feel like there was sufficient kind of through
20 the oversight avenue, do you feel like you had sufficient help for
21 alleviation of other duties? Since you did have other things
22 going on in the sector, do you feel like --

23 A. Yes. He called Montgomery to help coordinate that we were
24 going to attempt to use the airport. But you know, I wasn't super
25 paying attention, but I didn't receive any extra calls, needed

1 calls from any other sector for calling. I think he might have
2 given -- I know there was two aircraft, one going I believe to
3 Pensacola and one going to Atlanta both at 34. And if I remember
4 correctly, he got me control for one of those aircraft so I could
5 descend, or he told me about one of those aircraft just to say
6 hey, make sure you get these guys separated so they don't, you
7 know.

8 Q. Two more than I can. The configuration of the airspace to
9 your working normally, I think it was reported fairly normal
10 configuration?

11 A. Yes.

12 Q. Sounds like you got out of there prior to the event and
13 search kind of finalizing?

14 A. Search finalizing, yes. I had already lost the aircraft on
15 radar. I informed the supervisor of the time and location of
16 where I last observed the aircraft, and then was basically -- like
17 I said I don't recall if I was actually up for a break or they
18 just got me out for a break, but I had not gotten any word that an
19 aircraft had crashed before it. I was on break when I heard about
20 that.

21 Q. Do you recall if -- you might not of heard it then I guess --
22 but any reports through other aircraft of an ELT?

23 A. Not yet, if there was an ELT, like I said there was that
24 8,000 aircraft going, and it was going to Decatur, and I'd asked
25 that aircraft to relay, see if I could get information. And then

1 they had another aircraft which it was not -- I didn't know
2 anything, and I was not talking to this aircraft, was going to go
3 up and see in that area whether or not they could see anything.

4 Q. All right, thank you.

5 BY MR. SOPER:

6 Q. I might bounce around with you a little bit on these
7 questions as we're trying to cover some other bases. Are you a
8 pilot yourself?

9 A. Yes, technically. I just haven't flown in 17 or 18 years.

10 Q. Okay. And were you instrument rated?

11 A. No, just private.

12 Q. Okay. And do you know in your area with the controllers that
13 you normally work with, do you know who are qualified pilots, if
14 anybody, in your area or is that something you guys ever socialize
15 at all?

16 A. I feel like I've heard people talk about it, but the only
17 person I know is just the one and I don't think he was working.
18 Just the one person I believe that I can think of off the top of
19 my head.

20 Q. And, like I said bouncing around a tad bit, do you remember
21 where your supervisor was physically when you first told him, like
22 hey, this guy called mayday?

23 A. At his desk.

24 Q. And here, is it your experience in your area that the
25 supervisor does predominately more of their time is spent at the

1 desk doing work and providing oversight, or is it more in the area
2 from your experience?

3 A. The desk.

4 Q. Okay. And he asked you about the ceiling and low altitude so
5 that's good. Have you experienced emergency situations similar to
6 this one here at ZTL, you know with aircraft, you know this type
7 of thing where they're having some kind of mechanical difficulties
8 or --

9 A. I actually had one today. It was just an aircraft vibration
10 going back to Atlanta. It left Atlanta, came back to Atlanta, so
11 mechanical. I've had medical. Those are probably, I've had a
12 couple of those. And I also had one, they declared an emergency
13 but then everything was fine, was that an aircraft lost
14 pressurization on a midnight shift, and then regained it.

15 Q. Okay. In this case you said they decided you didn't even
16 have the time to request or not, they just sent somebody over so
17 you were good to go with that. Does the R9 position, is it
18 routinely operated without a D-Side under normal configurations or
19 is it a hit and miss?

20 A. Yes, so we had also both in Sector 9 and we also had Sector
21 10 on top of it.

22 Q. Okay.

23 A. And then usually if it gets busy enough, we just kind of
24 split it instead of -- if they see it's going to get busy it's
25 easier to split it to have two R-Sides working than put a D-Side

1 on there.

2 Q. Okay. On this date do you recall did you utilize an
3 emergency checklist at all? Did you start referring to one? Had
4 you pulled it up? I understand this is also in the scope for you
5 guys.

6 A. It is on the scope. I had not pulled it up.

7 Q. Okay. And do you recall, how long ago did you guys receive
8 the new scopes, roughly? I mean I'm not looking for a date
9 exactly.

10 A. Last year sometime. I think it was last year or was it
11 during Covid?

12 MR. MITCHELL: No, there was -- I believe it was October or
13 November of '21.

14 BY MR. SOPER:

15 Q. So with that being said, not a really long time. Do you
16 recall when you made the transition, when your facility made the
17 transition, were you guys provided specific or focused or
18 emphasized training on things like that, because a lot more got
19 incorporated into this than the old one, or was it --

20 A. On the new scopes?

21 Q. Yes.

22 A. Yes, we did get training on that.

23 Q. So the utilization of the checklist that they embedded in
24 there and all that kind of stuff, did you guys, do you feel that's
25 working? The inclusion of those checklists being available at the

1 scope now at this point, do you feel that's been a better -- in
2 your experience, has that been a better evolution or worse
3 evolution or are there still holes, that's been better?

4 A. Yes.

5 Q. Why do you think that? I mean like it just --

6 A. You know sometimes when you have the checklists underneath
7 your keyboard, it's just kind of like you're searching for them.
8 And with the new screens you can kind of either put them up there
9 on the side depending on how you want to put all the information
10 charts and frequencies and clearances. They've got reminders on
11 routings and altitude restrictions for LOAs/SOPs or you can do
12 something, kind of like they call it a tear off. You just kind of
13 get a knob and you can click it and it will pop up somewhere when
14 we decide to put on the scope.

15 Q. Are these checklists strictly static or are they interactive?
16 And what I mean by that is there somebody --

17 A. Acknowledge, you can click.

18 Q. Okay.

19 A. Basically they're just kind of gray or highlighted, but I've
20 gone through it.

21 Q. And you're not typing anything into any of those? It's
22 strictly acknowledgment of checklist items?

23 A. Yes.

24 Q. And do you guys have the ability to add any of those
25 yourself, like add anything to it or in addition to it?

1 A. No.

2 Q. They are static for what they are?

3 A. Yes.

4 Q. Okay, all right, very well. And have you worked other areas
5 here at ZTL or have you always been an Area 5 guy?

6 A. Always Area 5.

7 Q. Okay. Do you recall the last time you were given a simulator
8 problem? was it in regular training for position or were you
9 given it during recurrent or proficiency, or do you ever utilize
10 the simulator proficiency facility?

11 A. It's most likely been recurrent, under refresher or recurrent
12 training.

13 Q And when you guys to those, you guys are individually given a
14 problem or is it one of those where somebody comes in and a group
15 watches somebody do a simulation and you all talk about it
16 afterwards?

17 A. They tend to get two people from an area, and they'll
18 continuously run a problem. Sometimes they do a continuous run
19 where I just run the first half of the problem, you run the second
20 half, and it's set to be an hour or however long they want to do
21 it. On occasions they also have done where they run a problem and
22 then they just reset it, and you also, you just run the same
23 problem. There has been both.

24 Q. I know they touched on this earlier, but I'm just going to
25 ask again to clarify. Do you recall the last time you actually

1 received training that actually pertained, whether it was
2 recurrent, refresher, an MBI that actually pertained to emergency
3 handling, like you know, aircraft declaring an emergency and what
4 to do?

5 A. I do not recall.

6 MR. SOPER: Okay, I'm going to pass it back on to Karena.

7 MS. MARINAS: I don't have anything else.

8 MR. SOPER: Will?

9 BY MR. CHAMBERLAIN:

10 Q. I think you asked about -- is there a consistent issue with
11 frequencies and/or radar in that coverage for redundancy or
12 anything like that?

13 A. I mean just in that area, aircraft that are low, because the
14 TIROE frequency is located at Columbus, Georgia. So you're
15 getting up there kind of towards, in between Columbus and
16 Birmingham. Aircraft that are low can sometimes have issues.

17 Q. There was a BUEC logged out.

18 A. It might be a 25.57, 20.45, I'm not sure.

19 Q. 132.25, is that --

20 A. No. That would be like basically northwest of Montgomery.

21 Q. Okay. It was on both logs so I just wanted to kind of
22 inquire about that. That's all I have, thank you.

23 BY MR. SOPER:

24 Q. All right, I'm going to go back a little bit now just to the
25 supervisor's interaction with you during the time of the

1 emergency. So you called him over for the mayday, do you recall
2 anything specific or detailed about the guidance being provided
3 you by the sup, do you remember him asking you specifically get
4 this information, or ask him this, or watch that, or anything that
5 you recall?

6 A. When he came over I said I have an emergency, I gave the call
7 sign, the emergency situation what the aircraft had relayed to me,
8 and he was inbound to the next sector. And like I said before, I
9 believe he got the weather report up and I brought up the airport
10 information, landing information. So I don't recall him saying
11 anything in particular.

12 MR. SOPER: All right. And do you guys have any oh by the
13 ways? Anything extra right now?

14 MR. CHAMBERLAIN: I don't think so.

15 MR. SOPER: Let me know if you do, otherwise I'm going to go
16 through this.

17 BY MR. SOPER:

18 Q. I just kind of want you now to think about, so hindsight's
19 20-20, it's been a while since this event, and you've had a chance
20 to kind of digest this I'm sure numerous times and think about how
21 things played out. Is there anything that you identify with since
22 that time that has affected the way you handle business today?
23 Meaning have you changed a procedure or a technique on how you
24 handle certain things because you're more wary of something or
25 because you're more -- anything like that. Anything that has

1 just, since that, you've either changed or thought there might be
2 room for improvement here. Any of those kind of things?

3 A. No, not that I can think of.

4 Q. Okay. And so you feel confident that, you know, as far as
5 the procedures and services provided here, you feel like that
6 you're comfortable with what was done in this case, and you likely
7 wouldn't do anything different in the future?

8 A. I mean I think every case is different, but I think I did all
9 of my ability to (indiscernible).

10 MR. SOPER: Do you guys have any more questions?

11 BY MR. SOPER:

12 Q. I am going to go back to just one last thing before I let you
13 out of here. I'm struggling a little bit I'm not going to lie
14 with the piece on the plan and the thought process with an IFR and
15 not having an approach set up. I feel like, you know, like where
16 was the plan. And I mean when you look back at that, do you feel
17 like that was -- it doesn't sound like it had really entered as a
18 process or as a thought for you at the time. Do you think that's
19 just because you were focused on trying to get him visual with the
20 airport or if that was just --

21 A. That's essentially how I thought it. It was trying to get
22 him to the airport to hopefully see the airport. I mean setting
23 up an RNAV as I understand it, and I was told this after the fact
24 that some pilots have, even if they're slant uniform, have iPads
25 which I don't think that would change my thought process at all.

1 I don't know that you have, with losing an engine that you have a
2 lot of time to think about typing in an approach plate on your
3 iPad. So I think my thought process was the way this guy kind of
4 sounded and I just kind of wanted to make it, let him fly the
5 airplane, and then my hope was just to get to the airport. You
6 know, not confuse or add any added stress, you know, while he's
7 trying to control his aircraft and putting in a final approach fix
8 or an initial approach fix. So again, my thought process was to
9 get this guy pointed to the airport and hopefully get a visual of
10 some sort.

11 Q. Okay. Do you, and if you don't know this it's okay say you
12 don't know, but do you recall, I mean had you had any alternate
13 plan? Like meaning had you already thought if this guy doesn't
14 get a visual, this is what I'm going to do with him, or this is
15 what I'm going to try next. Or did you just not get that far down
16 the path?

17 A. I just never got that far down. I mean he was still 10 miles
18 north of the airport when he -- so I had not gotten to that point
19 yet where I thought what if this doesn't work.

20 Q. Okay. And I apologize, one last thing. What's your primary
21 source of weather information when you're on position. So I know
22 you have the pre-duty weather brief when you come in to get some
23 briefing items, and I know you have your big scopes, but when
24 you're on position, what's your main sources of information? What
25 do you reach to the most?

1 A. Besides the obvious of it showing precipitation on your
2 scope, you do have another one of the tear-offs or as we say that
3 you can bring up is weather reports. And you can save a bunch of
4 these, you know, bring them up and kind of get an idea, maybe go
5 from Birmingham to Montgomery to Atlanta to Columbus to Mobile,
6 you can kind of get a vague idea of the lay of the, you know, what
7 kind of weather is going through in these areas. So I would say
8 that is -- and also getting PIREPs of aircraft going in and out of
9 airports. We try to do that at one of the biggest airports that's
10 uncontrolled is Monroeville, MVC, so we try to get PIREPs going in
11 and out of there since it's one of the busier uncontrolled
12 airports that we as an area do. And approach control doesn't do.

13 Q. Do you ever interact with the CWSU directly for weather
14 information as a controller here?

15 A. You send -- that's who we send our PIREPs to, right?

16 MR. MITCHELL: You go to them or flight data.

17 A. So you send PIREPs or stuff on your ERIDS so you get either
18 sent back to you if it's urgent PIREP. You also get on your EDST.
19 You'll also get convective SIGMETs, SIGMETs, center weather
20 advisories, AIRMETs and PIREPs on there. So it's another way to
21 get -- we get a lot of our weather that you're talking about sent
22 to us.

23 Q. Do you ever reach out to them for tactical support, meaning
24 like, hey this weather I thought wasn't going to come in until
25 later, it seems like it's moving in quicker, we're getting these

1 reports. You don't really have an interaction with them in that
2 way?

3 A. No I don't usually talk to them at all.

4 Q. Okay, all right, very well. And so if you needed more
5 weather information onsite because of something, what would you
6 probably do?

7 A. I guess depending on the situation airport, I would try to --
8 I mean I don't know what the CWSU could do. I would try to get a
9 PIREP, and try to talk, if it was an approach control, you know,
10 ask them if they had anybody going in and out of here, any
11 information. So sometimes the pilots will ask about weather and
12 they've even been kind of curious like so I'll reach out to the
13 controller and say do you have any info on this airport, the
14 pilot's wondering.

15 Q. Okay.

16 A. And then also other pilots, you know, they get the PIREPs of
17 them going through, weather going through into Atlanta, you want
18 to let the guy know, hey, this is the weather you can expect if
19 they're a little leery about going through, it's like here's your
20 PIREP of an aircraft 15 miles in front of you. So that's just
21 some other ways.

22 MR. SOPER: Did you guys come with anything else while I was
23 in there?

24 BY MS. MARINAS:

25 Q. I guess there was one that I didn't ask earlier. So

1 originally you gave a different airport.

2 A. So yes, I forgot about this. So there was Sylacauga, and I
3 believe it's 7A5 or 7A3, and then I realize I think at the time
4 his or someone's data block might have been over Alex City, and as
5 moved that then realized it was closer. It was closest out of the
6 three airports that I looked at, so that's why I went with Alex
7 City after that.

8 MS. MARINAS: That was my question.

9 MR. SOPER: Thanks Karena. Will?

10 BY MR. CHAMBERLAIN:

11 Q. Some centers, areas don't even have low sectors. How many
12 low sectors are there in your area?

13 A. Four in our area.

14 Q. And satellite airports, sounds like you were pretty
15 substantial amount of satellite traffic or no?

16 A. No, we used to have Atlanta approach, Columbus approach, the
17 Columbus, Georgia approach, Montgomery approach, Cairns which is
18 over Troy and south of that. Just mostly Jacksonville Center but
19 it comes in our center. Meridian approach comes in our air space,
20 and then the biggest one in our air space is Birmingham approach.

21 Q. So you don't have a lot of access to the ground?

22 A. That area in TIROE where I was talking is a relatively small
23 area that we own, that isn't owned by the approach controls.

24 Q. So how often do you, because it doesn't sound like it happens
25 very often, how often do you all handle RNAV approaches?

1 A. RNAV approaches to Monroeville. We do those, MVC. Those are
2 common. You do a lot of military coming from Pensacola. So
3 those, also I worked double mids for the last five years. So, I
4 mean you take over the approaches and do ILSs and RNAVs all the
5 time.

6 Q. Okay, I just wasn't sure how prominent or repetitious --

7 A. You'll see the RNAVs more. You don't get a lot of -- if you
8 don't work the night shifts you don't get to do very many like
9 ILSs or anything like that.

10 MR. CHAMBERLAIN: That's it.

11 MR. SOPER: That's it. Okay, that's all I have as well. Do
12 you have any questions for us before we get you out of here?

13 MR. JONES: No.

14 MR. SOPER: Okay. I'm going to stop the recording now. I
15 show the time at 11:14 Eastern.

16 (Whereupon, at 11:14 a.m., the interview was concluded.)
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CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

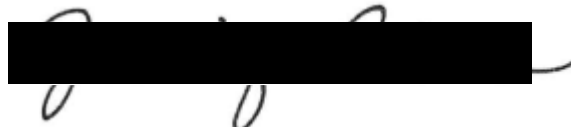
IN THE MATTER OF: MOONEY M20B FATAL ACCIDENT IN
KELLYTON, ALABAMA ON DECEMBER 13, 2022
Interview of Drew Jones

ACCIDENT NO.: ERA23FA087

PLACE: Atlanta, Georgia

DATE: January 12, 2023

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

A black rectangular redaction box covers the signature of the transcriber. Faint handwritten marks are visible around the box.

Jennifer Allen
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

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MOONEY M20B FATAL ACCIDENT *

IN KELLYTON, ALABAMA *

Accident No.: ERA23FA087

ON DECEMBER 13, 2022 *

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Interview of: CHUCK LEVISTER, QCM

Atlanta Air Route Traffic Control Center

Atlanta, Georgia

Friday,
January 13, 2023

APPEARANCES:

BRIAN SOPER, Air Traffic Investigator
National Transportation Safety Board

WILLIAM CHAMBERLAIN, Air Traffic Manager
Memphis Tower, Memphis ATCT
Federal Aviation Administration

KARENA MARINAS, Air Safety Investigator
National Air Traffic Controllers Association

MARK TOMICICH, Representative
Office of Chief Counsel
Federal Aviation Administration

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I N T E R V I E W

(9:44 a.m.)

MR. SOPER: Okay. My name is Brian Soper. I'm an air traffic investigator with the NTSB, and we are here investigating the accident of N7357 -- what was it? I'm sorry, I just don't --

MR. CHAMBERLAIN: 4586.

MR. SOPER: 74586, that occurred on December 13th, where ZTL ARTCC was providing air traffic services. We have with us here today the quality control manager from ZTL. And could you state your name for me and for the record?

MR. LEVISTER: Chuck Levister.

MR. SOPER: Chuck Levister. Thanks, Chuck. And you have with you your representative, Mr. Mark Tomicich, out of the Office of Chief Counsel with the FAA. And we have also with us our party representatives, our group members representing the FAA, is Mr. Will Chamberlain, out of Memphis ATCT, who is the Acting ATM there representing the FAA on this group. And Karena Marinas, out of LA Center, here representing NATCA on the group. There's an ASI from NATCA and representing NATCA and the group. The -- as I mentioned to you earlier, and I'm saying this for the record. The NTSB is an independent federal agency charged with the investigation of civil aviation accidents, developing a probable cause and hopefully from there, safety recommendations to either industry or some segment of industry that could help prevent reoccurrence. We don't have any regulatory authority. We are not

1 part of the DOT or the FAA in any way. As we ask questions here
2 today, every -- all of the group members will get an opportunity
3 to ask questions. And if you have any questions of us, you can
4 ask those as well. We that your representative doesn't answer
5 questions for you, but however, you can confer with with him if
6 you need to throughout the -- throughout the process. If you need
7 to take a break, say you need to take a break. Need to use the
8 head, use head, whatever it is, we can do that. Do you have any
9 questions of us before we get started?

10 MR. LEVISTER: What's a ASI?

11 MR. SOPER: I'm sorry. That's an Air Safety Investigator.
12 So they are one of the groups that they actually have a specific
13 team that they train up to participate and represent NATCA's
14 interest in these aviation accidents. So they have kind of some
15 additional training. They're not just people that are out there
16 that -- on the investigative side. So they're very helpful in our
17 investigations.

18 MR. TOMASICH: And Brian?

19 MR. SOPER: Yeah.

20 MR. TOMACICH: Just as we've done in the past.

21 MR. SOPER: Yeah.

22 MR. TOMACICH: The witness' participation here is not a
23 waiver of any Privacy Act rights that he has.

24 MR. SOPER: Correct.

25 MR. TOMACICH: Okay.

1 MR. SOPER: Correct, absolutely. Okay, all right. And as I
2 mentioned earlier, the -- a transcript will be made from this by a
3 court reporter. Those will be reviewed by the parties to this
4 investigation, as well as yourself. And once we've all agreed
5 that that is an accurate documentation of the testimony provided
6 here today, that is what will become part of the public docket,
7 and not the recording. We cannot offer any offer of
8 confidentiality or immunity, meaning our investigations are not
9 privileged. Your name will be attached to the investigation as
10 far as in this case, just from the standpoint of our discussion
11 here today and our interview with you here today. But it'll be
12 you that we talk to. All right, so I'm going to go through. So
13 some of the questions I got for you to start with are just very
14 basic black and white in nature, and some of them I will not have
15 to ask you because you were not part of the incident so much.
16 But, Karena, what time did we have as the starting time on this
17 one?

18 MS. MARINAS: 09:44.

19 MR. SOPER: Thank you, I appreciate that.

20 MS. MARINAS: Mm-hm.

21 MR. SOPER: And, Mr. Mark Tomicich.

22 INTERVIEW OF CHUCK LEVISTER

23 BY MR. SOPER:

24 Q. And how old are you, Chuck?

25 A. 55, 55.

1 Q. Really, oh boy. And your operating initials here? Do you
2 use operating initials as a QCM?

3 A. Zulu Lima.

4 Q. All right. And how long have you been a QCM here?

5 A. A week before the accident.

6 Q. Oh, wow. Welcome aboard. What were you doing before that?

7 A. I was a operations manager.

8 Q. Okay. Out of curiosity, do you have any pre-FAA air traffic
9 work experience? Meaning, were you a controller in the military,
10 DoD, federal contract towers, any of that kind of stuff? No?

11 A. No, sir.

12 Q. Okay. And so did you -- I don't need to ask you about that.
13 That's not -- doesn't really apply to you in this case. If you
14 would though, just so that we kind of have a big, the big picture
15 flick on you. So, you've been around the FAA for a minute
16 obviously. So what's your -- what's your background? Kind of
17 give us that 10,000-foot bio of what brings you, you know, where
18 you land today professionally. So you know hey, I was always
19 interested in aviation. I got out of high school. I went to
20 college and did this and then just kind of step us through really
21 at the 10,000-foot level.

22 A. Okay, I had no interest in aviation. My mother saw an ad in
23 the paper. I had gotten in trouble. She told me to go take the
24 test and I did.

25 Q. Okay.

1 A. 1990.

2 Q. That's the first time I've heard that one. This is awesome.
3 I like it.

4 A. I was started here at the Atlanta Center. I was a controller
5 for 17 years. During that 17 years I did a stint in the training
6 department for about a year. And I became a front-line manager
7 for three years. So I was here for my manger for three years. I
8 did another stint for three years in the training department.
9 Went to New York Center as a frontline manager. I was there for
10 three years. Then I went to headquarters after that and was there
11 for three-and-a-half years. Came back to Atlanta Center as a
12 frontline manager. Went back to New York Center as a operations
13 manager. Back to Atlanta Center as a operations manager, and now
14 I'm QC manager.

15 Q. And that's big jumps, Atlanta to New York, Atlanta to New --
16 are you from New York originally or is that home or?

17 A. North Carolina.

18 Q. Oh, me too. That's where I live. That's where I'm at now.

19 MS. MARINAS: What was after the second ZNY (ph.)?

20 MR. LEVISTER: Back her as an OM

21 MS. MARINAS: Okay.

22 BY MR. SOPER:

23 Q. Okay. That seems like an odd one to go back and forth on,
24 right, you know, a little bit. Boy, that's a big, that's a big
25 move each time, yeah? All right. Where are you in North Carolina

1 are you from?

2 A. Charlotte.

3 Q. Huh, okay.

4 A. I'm -- lived down there.

5 Q. I'm not actually from there, I'm a transplant but I like it
6 there. I'm down south of -- I'm in -- over in Wake County, south
7 of Raleigh.

8 A. Oh, okay. Nice.

9 MR. LEVISTER: My father's from north of Raleigh.

10 MR. SOPER: Oh, yeah. Yeah, it's a good area. It's building
11 up quick, boy. It's crazy down there. All right, very well.

12 BY MR. SOPER:

13 Q. Have you ever been fired or -- I'm sorry, suspended,
14 terminated from a job since you've been in the FAA, since you've
15 been with the FAA, any of your positions.

16 A. No.

17 Q. All right. And you're not required to maintain a medical
18 anymore, correct?

19 A. Correct.

20 Q. Yeah, so that's not a problem anyway. And now, out of
21 curiosity. Did you -- have you reviewed this event in any
22 capacity? Were you part of anything that reviewed this event for
23 any reason, whether it be part of the CER or part of just facility
24 management or?

25 A. I reviewed it, as part of the CER.

1 Q. So you got to -- so you've been able to hear a replay of this
2 event.

3 A. Yes.

4 Q. And in your view, meaning you have a lot of experience here,
5 so you can kind of at least speak to just in general. And this --
6 I know you're limited to what the information was available to
7 you. But I'm saying looking at that, if you had to classify that,
8 understand that, what would you say, on a scale of one to five --
9 five being the heaviest -- how would you classify the traffic
10 volume on that position that was working at the time?

11 A. I believe we classified it as a two.

12 Q. Okay. It didn't -- did it seem normal and ordinary for that
13 time of day or operation? Or was it like, you know, below the
14 norm, above the norm?

15 A. Seemed to be normal.

16 Q. Normal. And similar question. How about the complexity, on
17 a scale of one to five -- five being the most complex. Was there
18 -- how was the complexity based on what you could see?

19 A. Probably two.

20 Q. Okay. And also the same, that was pretty normal --

21 A. Yeah.

22 Q. -- traffic. All right. And, all right. So that's good for
23 background questions on you. Like I said, we would -- wanted to
24 ask you questions about some other stuff. So on the -- from the
25 QCM side, what role did you have? I shouldn't say what role.

1 What -- how was it that you came about reviewing the incident?
2 Were you asked to be part of a -- just a management team review or
3 were you just curious or were you part of the CER or how? What
4 was it that caused you to be reviewing it?

5 A. So we did a service review TELCON (ph.).

6 Q. Okay.

7 A. So I had to review it for that.

8 Q. That's right. So I apologize. I -- and this is one of the
9 reasons I wanted to talk to you. So I don't fully understand the
10 quality control manger role in the facility, you know what I mean?
11 Like, I don't know. I'm not an en route guy. I didn't come from
12 en route, none of that. So I -- I like to get a feel for -- so
13 that's probably a question that you're probably thinking, why do
14 you think I listened? So, I'm a QC manager. Like I mean, so I
15 didn't -- and I forget that you would have been probably the main
16 point of contact back here to put that together for the SRT right?

17 A. Correct.

18 Q. So of course you have to listen to it and go through that.
19 So the -- when -- how -- when was that? When did that happen for
20 you? That was -- that was right away you got called? Where were
21 you when you got notified there had been an event here, an
22 accident, and you needed to be -- start gathering some stuff?

23 A. In my office, QC.

24 Q. Okay. And you had only been here about a week in that role.

25 A. Correct.

1 Q. All right. And you said prior to that you were an OM?

2 A. Correct.

3 Q. And so let's just talk about the services on the event real
4 quick, just for a minute as a QC manager. When you reviewed it,
5 what things stood out to you, if anything? Did anything stand out
6 to you? Like oh, this. We need to find out what happened here?
7 Or this was -- I -- I'm not understanding this. Was there
8 anything that stood out to you? Good, bad or indifferent, it
9 doesn't matter.

10 A. Controller seemed nervous.

11 Q. Okay. Was -- did you -- was there any concern at that point,
12 when you were reviewing the data, that there wasn't anything else
13 done with this aircraft? I mean, the aircraft was IFR to begin
14 with. There was no, you know what I mean? I'll be honest with
15 you. I mean, I know we're struggling a little bit with there
16 didn't seem to be a, you know, a clearance given. I understand
17 there was an emergency to begin with but then what are we doing
18 with the guy? How are we gonna get him there, right? The weather
19 was 800 overcast and we're lining him up for this airport. How
20 are we gonna get him through that? Was there -- did that come to
21 mind or did it get discussed at all, from your recollection?

22 A. So, clearly the controller was nervous.

23 Q. Sure.

24 A. He did not follow the ATP exactly, but I think that -- I
25 think it was good, given the circumstances.

1 Q. Okay. So for -- as a quality control manager, are you
2 involved in the CER process?

3 A. Yes.

4 Q. Okay. And do you -- so how did this one go? I -- we were --
5 we asked for the final but we didn't see the final, we just still
6 have the draft. So how did the -- who was involved in the CER?
7 Do you remember who all was on it?

8 A. Well, the primary point of contact for that would have been
9 Specialist Steven Chandler from my office.

10 Q. Okay.

11 A. He and I went over items. There was a lot of front office
12 input.

13 Q. Okay.

14 A. I'm like --

15 Q. Like the ATM or?

16 A. Oh yeah, yeah.

17 Q. Yeah, I mean I just --

18 A. Mind you, I was only on the job for a week. So I don't know
19 what I don't know.

20 Q. Sure, absolutely.

21 A. So I needed a lot of direction.

22 Q. Yep.

23 A. So, Chandler being the expert and having been in the QC for
24 nine plus years. I'm not exactly sure how long. Very competent.
25 Took the lead on a lot of stuff. Helped guide me where I needed

1 to go. Like I said, all oversight from the ATM.

2 Q. Okay, and do you recall -- because we haven't got to see the
3 final. What were kind of the -- do you remember the general
4 findings of the CER, how that played out at all? I mean, we're
5 going to get a copy of the complete file, we just haven't gotten
6 it yet. I was wondering from your standpoint?

7 A. I don't remember exactly.

8 Q. Okay.

9 A. There were a couple of 434 findings, but I can't -- but you
10 asked me exactly it said. I don't --

11 Q. No worries.

12 (Crosstalk)

13 Q. I know it's been a little bit anyway.

14 A. Yeah.

15 Q. I mean it's, you know, and then we had the holidays in
16 between so, all right. So as QC manager, what's your relationship
17 with the training manager? Like, not personal relationship but
18 work relationship. How do you guys interact? Do you have regular
19 interaction with them? Do you guys work together in efforts of
20 building or developing any of the training here or is that
21 completely a separate item from what you do?

22 A. No, we often work together to develop training. Several
23 items came out of the corrective action plan that came out of the
24 CER in that we'll be working with training to develop and
25 implement. Training also, you know, obviously has things that

1 they have to train the workforce and we're part of the workforce
2 so we get training from them.

3 Q. Mm-hm. Do you, as a quality control manager, you're still --
4 are you still obligated to also participate in the recurrent and
5 refresher training that occurs here, or is it different for you or
6 you only have to do part of it or is that not?

7 A. I have no clue.

8 Q. Understand, you've been here like this long, so I get it.

9 A. I -- I would imagine not.

10 Q. So prior to that though you were an OM. So you'd only, you
11 know, you were an OM up until Decemberish. So prior to that, do
12 you remember, do you recall the last time you attended -- you had
13 a refresher or recurrent training prior to that while you were an
14 OM? Was it --

15 A. So recurrent training, June to July of '22. Refresher
16 training, I do not recall.

17 Q. Okay. Do you happen to recall anything that was from the
18 recurrent training that time, what you guys went over on that one?

19 A. Probably there was an eLMS on an emergency situation,
20 unusual. Yeah, unusual situation, an emergency or something like
21 that.

22 Q. All right. For right now, I'm going to pass it along because
23 I'm going to be able to ask some questions here and I'll have some
24 more for you. But I'm going to go ahead and pass it along to
25 Karena.

1 BY MS. MARINAS:

2 Q. Okay, so what I think I meant to talk about a little bit is
3 getting an idea of what your OSA plans here and SSR plans, how do
4 those work? Do you have like a schedule? Do you have, you know,
5 a set amount that you expect done, that kind of stuff.

6 A. Right, so --

7 Q. So, a description of that?

8 A. -- we have to do 175 OSAs in a quarter, right?

9 Q. Mm-hm.

10 A. At least 175 OSAs in a quarter. And we have a planned where
11 supervisors -- excuse me -- supervisors do one month. And
12 occasionally we'll get -- I call them walking wounded to help out
13 with OSAs. And then we do -- we validate 15 percent of those, QC
14 department. And if we're short, then the QC specialist would make
15 up the OSAs that are needed towards the end of the quarter. And
16 there was another question, I'm sorry. Missed that.

17 Q. That's -- well, SSRs as well.

18 A. Okay, so SSRs, yeah. We'll get something that will -- we
19 determine needs an SSR.

20 Q. Mm-hm.

21 A. And a QC specialist would be the lead for the SSR team and
22 they will build a -- I guess they will review and basically do all
23 the functions for the SSR and do the interviews. Particularly,
24 it's not just one QC specialist doing interviews when it comes to
25 SSR. You see two to five -- three specialist. Two or three of

1 them will do their managers.

2 Q. Mm-hm.

3 A. Occasionally I will sit in, which I sat in one since being QC
4 manager so I (indiscernible).

5 Q. And do you have any NATCA reps that sit in on those too, or
6 is it just the --

7 A. Yeah, because NATCA is always invited.

8 Q. Mm-hm.

9 A. NATCA has a couple of specialists that they identify as reps.

10 Q. Oh right, mm-hm. And so how about the LSC. Do they ever get
11 involved in those?

12 A. Yes, they review.

13 Q. Do they review everyone or just the lead?

14 A. Everyone.

15 MR. SOPER: We're still talking about SSRs there, right?

16 MR. LEVISTER: Mm-hm.

17 MR. SOPER: Oh, okay. Right?

18 MS. MARINAS: Yeah.

19 BY MS. MARINAS:

20 Q. So in -- let's go back to OSAs then first. So for OSAs, have
21 any of the OSAs identified any of issues with IFR services into
22 airports?

23 A. I guess, like we do a bunch of them.

24 Q. All right.

25 A. I would say probably, but I wouldn't know that to tell the

1 truth.

2 Q. How about SSRs?

3 A. Again, it's been a month.

4 Q. Yeah, it's okay. All right. Do you guys have any CAPS (ph.)
5 going on right now?

6 A. We have a (indiscernible).

7 Q. What is that?

8 A. On safety alerts, emergency -- unusual situations in
9 emergencies and ALNOT issuance.

10 Q. What did you guys do for that?

11 A. A lot of stuff. But we're just starting, it just started.

12 Q. Oh, you're just building this, the CAP now?

13 A. Well, the CAP is built.

14 Q. Oh, okay.

15 A. We're just starting to implement the CAP.

16 Q. Okay, so what was the plan for the implementation?

17 A. So far we have developed a memory aid, a brief on safety
18 alerts and low altitude alerts that has been put out. We are
19 currently doing briefings in the conference room on emergencies
20 and unusual situations, safety alerts, and ALNOT issuance. We are
21 -- we have developed a tabletop exercise for supervisors on
22 handling emergency situations, and they'll brief the OMs on that.

23 Q. Okay.

24 A. It will start briefing them to the workforce next month.

25 Q. Is that something we can get a copy of?

1 MR. SOPER: Yes.

2 MS. MARINAS: Okay.

3 MR. SOPER: We will.

4 MS MARINAS: Okay.

5 A. There are a couple of other things, but they all worked --
6 working that the Local Safety Council picked up to review the
7 emergency checklist.

8 MR. SOPER: Are you talking about the one that they - that
9 you guys have that is attached to a scope? Or not attached to the
10 scope, but then you can pull up on the scope. Is that the
11 emergency checklist you're talking about?

12 MR. LEVISTER: Yeah. We're working with the local safety
13 council to develop a binder to put at the the operations
14 supervisor's desk, with ALNOT information needed, and an emergency
15 checklist in there.

16 BY MS. MARINAS:

17 Q. And just out of curiosity, did -- have you guys discussed
18 updating the phone numbers and stuff at the operations desks as
19 well for the airports and FBOs and?

20 A. That has not come up.

21 Q. Oh, okay. Just in our interviews, we've been told that they
22 weren't -- that they didn't have current phone numbers and stuff,
23 so that might be something for you guys to -- to look at maybe.
24 And then -- okay. So I think we can move from that. Can you
25 describe the ALNOT process here? Sounds like you guys are

1 definitely reviewing it right now and making sure everybody knows
2 what it's supposed to be. What is it normally?

3 A. So currently, as the operations manager, if you get
4 notification from the frontline manager. They'll come up and tell
5 you we have an issue, we might need to issue an ALNOT. The
6 operation manager takes the notification from the frontline
7 manager as best they can and they bring that back to flight data,
8 and the flight data enters the ALNOT brings it back out to the
9 watch desk. Sometimes in the process you might have to go back
10 and forth because you might not have all of the information that's
11 needed.

12 Q. Mm-hm. Is that what the point of the folder is at the desk?
13 Mm-hm?

14 A. Yeah, to try to cut down on the time and get more accurate
15 information.

16 Q. And is the expectation that the FLM will go, physically go to
17 the OM desk to give the information, to pass the information?

18 A. No, they can call. I mean you know, it's -- can happen in
19 lots of different ways. Sometimes the OM will go down there.

20 Q. Okay.

21 A. All depends on circumstances.

22 Q. What is the expectation for the timeframe doing the ANLOT?

23 A. A-S -- as soon as possible.

24 Q. How did the ALNOT work in this specific incident or how did
25 it get processed and when? Did it go to flight data right away

1 or?

2 A. So when the operations manager got the ALNOT, I mean, became
3 aware of what was going on that they needed an ALNOT, he used the
4 strip that he had and he put the information he could on the form.
5 Took it back to flight data and he entered it incorrectly, without
6 a call sign. Flight data realized their mistake, reissued the --
7 a second ALNOT. So two ALNOTs got entered.

8 Q. So when did that happen?

9 A. According to the DASH-3 (ph.), within two minutes of the OM
10 getting it.

11 Q. Mm-hm. So if that happened -- so it seemed like, from my
12 memory, the ALNOT took some time to process. But it sounds like
13 it got in pretty quickly. Is it the correct ALNOT that -- the
14 ALNOT getting correct, that --

15 A. There --

16 Q. -- took longer to get in?

17 A. -- there was a four-minute delay between the two ALNOTs.

18 Q. Okay, right. I'll pass it to you then.

19 MR. CHAMBERLAIN: Okay.

20 MR. SOPER: Go ahead, Will.

21 MR. CHAMBERLAIN: Okay thank you. How's it going?

22 MS. MARINAS: Good.

23 MR. CHAMBERLAIN: So we're (indiscernible) --

24 MS. MARINAS: Sorry.

25 MR. CHAMBERLAIN: No, no. It's great. It's great. I know

1 it's short lived and takes a minute to get there, you know. To
2 get your legs running under you with those offices. So I think
3 that's that.

4 BY MR. CHAMBERLAIN:

5 Q. Just want to touch on a couple things, not really connected
6 to the QC for a minute. But SUPCOM?

7 A. Mm-hm?

8 Q. Is that a active role here -- facilities SUPCOM chair?

9 A. Yes.

10 Q. Do you know if that's -- if they meet regularly with offices?
11 Or if you all have -- do you all have like a weekly or biweekly
12 upper management meeting they partake in?

13 A. Biweekly.

14 Q. Biweekly?

15 A. Mm-hm.

16 Q. Okay. So just where this is coming from. Some of the --
17 seemed like, I don't know if a SUP was -- felt confident in
18 stepping in or assisting in some of the ways that maybe could have
19 been done here. But do you all do a -- an OS refresher of any
20 sort?

21 A. We have supervisor seminars.

22 Q. Do you?

23 A. Mm-hm.

24 Q. And what does that look like?

25 A. SUPCOM developed it in -- with the input from upper

1 management.

2 Q. Okay.

3 A. Try to get all the supervisors out.

4 Q. Well what generally would be some of the substance and
5 material involved in it?

6 A. They -- whatever deemed necessary at the time, you know.
7 Typically there's some LR and training and QC will come speak. It
8 depends on what's going on. They try to tailor it to what's
9 needed.

10 Q. Okay. And have you ever been involved in that?

11 A. Yes.

12 Q. As an OM, when an emergency hits. I know sometimes it's
13 beneficial to pull up that call sign, that sector, something that
14 displays up at the watch desk so you can kind of time it, even a
15 NORDO you do the fourth line, something like that. Do you all do
16 that on a regular basis? It's not required now, I don't think
17 here, is it, that you do that?

18 A. I can't speak for other OMs, but I did.

19 Q. Right. Just have to add our best practices type situation,
20 but there's not a requirement to do that.

21 A. No, not that I'm aware of.

22 Q. Okay.

23 A. You'll have to excuse me for a moment please.

24 Q. Yeah, definitely. no problem.

25 MR. SOPER: We'll pause the recording for a moment, 10:19.

1 (Off the record)

2 (On the record)

3 MR. SOPER: All right. We have resumed the recording. It is
4 10:21, and go ahead, Will.

5 BY MR. CHAMBERLAIN:

6 Q. I'm gonna bounce around a little bit. It's just, I don't
7 know, that's how my brain works. You said y'all are -- y'all have
8 a good rapport with LSC. Did LSC meetings y'all partake in your
9 specials go to (indiscernible)?

10 A. Think that was a yes for me.

11 Q. Thank you. And I was just going to do that. I think I
12 appreciate that. We talked about your assessment on that. When
13 that happens and the watch desk calls you at QC.

14 A. Mm-hm.

15 Q. And when an event occurs, they start working on a accident
16 package. Walk me through kind of what your expectations from the
17 watch desk are versus what you would expect for -- from your
18 specialist or what you would kind of orchestrate from there.

19 A. So expectations of my specialist to assist as best they can
20 the people at the watch desk and in this incident they did. As
21 far as from the watch desk? You know, provide as much assistance
22 as they possibly can and start search and rescue.

23 Q. Okay. (Indiscernible) look at Dash-9? Do you complete Dash-
24 9s at the watch desk?

25 A. Yes, they do the dash-9 at the watch desk. I don't know if

1 they did in this case because they -- the specialist went up to
2 assist. I don't know about the dash-9.

3 Q. All right. That's all I have right now, thank you.

4 A. Mm-hm.

5 BY MR. SOPER:

6 Q. It's gonna sound like a silly question. But could you just
7 tell me, in your words, what is your role as QC manager? What's
8 your main purpose here, in your view as you understand it?

9 A. So we provide like operational oversight to ensure that we're
10 complying with the order standards of the FAA.

11 Q. Okay.

12 A. We do that via OSAs and validations and whatnot. That is my
13 understanding thus far.

14 Q. Okay. And you said you have three other specialists that
15 work in your office and you are -- they're responsible to you or
16 they're accountable to you for the purpose of QC? Or --

17 A. Yes, I have three air traffic specialists and a NPA, such as
18 Paul (ph.).

19 Q. Just like administrative work type of position?

20 A. Mm-hm.

21 Q. Okay. And the three specialists. What are their titles
22 here? Like, what do they call -- are they just there --

23 A. QC specialists.

24 Q. They're QC specialists, okay. Are you guys, are you aware --
25 I know you've been here a short time. But are you guys currently

1 meeting the, what is it, the 634 or whatever with regard to OSAs
2 and the minimum completions? Are you guys behind or are you --
3 have you been unable to meet them or anything for any reason?

4 A. No, we've done all of our OSAs.

5 Q. Done all of them? Okay. And the only CAPS that you're aware
6 of that you have open is the one you're currently implementing?
7 You don't have any other CAPS from any previous like ICVs, ECVs
8 that are still open and being worked or?

9 A. No, nothing's still open.

10 Q. Okay.

11 A. That I'm aware of.

12 Q. Are you getting any feel for the reception to the most recent
13 CAP you guys set? And I think I've seen them down there going
14 through the presentation. So I, you know, I -- yeah, I know what
15 you're talking about there and I see. What is the view? Receive
16 any feedback on those yet? Are they, are they providing value,
17 are they just irritated they're having to go? Or what do you feel
18 like? What's the vibe coming off the workforce, or do you not
19 know?

20 A. I mean, I can give you -- I've seen people very engaged in
21 the meetings.

22 Q. So, want to go back to the CER on this one for just a minute
23 and since you were involved in that one. Would have been your
24 first one as the QC manager, right?

25 A. Right.

1 Q. So --

2 A. Yeah, first one ever.

3 Q. -- okay. Okay, so this was the new deal. So you were
4 relying a lot, I think you said, you know, you were getting a lot
5 of input from the ATM on this one because it was your first one,
6 right? So you were receiving a lot of -- did -- in the course of
7 that CER, do you recall? Did you guys interview the supervisor
8 that was on, the OS that was from that area?

9 A. Yes.

10 Q. Okay, good. Did you -- were you involved in that interview?

11 A. Not his, no.

12 Q. Okay, all right. I actually don't have anything else right
13 now. Karena?

14 BY MS. MARINAS:

15 Q. Have you had a chance to review -- have you guys done an ICV
16 since you've become a QC manager?

17 A. Well, we closed out last quarter's ICV items with the LSC.

18 Q. Okay.

19 A. That was end of the year. And we were -- we are working on
20 this quarter's ICV items.

21 Q. Okay, so what -- so in closing out last quarter's ICV items,
22 what does that mean?

23 A. We review. At center, we do 25 percent of our ICV items per
24 quarter, and we review the 25 items that we had identified in the
25 beginning of the quarter and reviewed the audits for those items

1 to see if we was compliant or not compliant with those items.

2 Q. And just in general, how did that look?

3 A. The first 25 items were we were compliant.

4 Q. And do you remember -- do you remember what those were?

5 A. I don't know.

6 Q. Any of them? Do -- did you have like a top five or anything?

7 A. If we did, I wasn't aware of it, no.

8 MR. SOPER: Does this go by -- and I apologize. I'm not
9 trying to interrupt. But I just wanted to make sure I'm doing the
10 math right. Do you do this by fiscal year or by calendar year?

11 A. Fiscal year.

12 Q. So when you're talking about those first 25, you're talking
13 about from the first quarter of the fiscal year, right?

14 A. Yeah.

15 Q. October through December?

16 A. Right.

17 Q. And those are the ones that you have currently went through
18 and now you're just starting this second quarter's.

19 A. Correct.

20 Q. Okay, fine. I'm sorry, I --

21 MS. MARINAS: That's all right.

22 MR. SOPER: -- I was just making sure I was doing it caught
23 up.

24 BY MS. MARINAS:

25 Q. Were any of those IFR services into airport?

1 (Indiscernible).

2 A. I don't know, I'm sorry.

3 Q. Do you guys have a top five in this facility of things that
4 you establish that you're going to work on for the year or
5 anything like that?

6 A. So we had emphasis items identified in the last ECV, and I'm
7 sorry, I can't tell you what those were because I was not QC
8 manager when that happened. And there were five items. But short
9 of (indiscernible), I couldn't tell you.

10 Q. Okay. So how are they being emphasized, if you don't know
11 what they are?

12 A. So the --

13 Q. I don't mean to say that in that --

14 A. -- no, I understand what you're saying.

15 Q. -- sounds, you know -- doesn't sound very polite but.

16 A. So there -- there are emphasis items on the OSA form, right?
17 So when the OSAs are completed they will pretty much, you know,
18 consider those items. And we go back and validate or review like
19 I said, 15 percent of the OSAs. And if we have something like a
20 ECV or ICV item, we'll go back and check it for compliance, right,
21 reference the OSA. We can pull it up and see what percentage of
22 it was meets or needs improvement and come back. We'll gather
23 whether we were compliant, 90 percent or above is compliant.

24 Q. If it's non --

25 BY MR. TOMICICH:

1 Q. Can I just ask for clarification? Because, you know, we kind
2 of got on the -- I think he said he didn't know. But I just want
3 to find out. Is it you don't know or you don't remember what the
4 items are? Because I mean, that's a huge difference?

5 A. Okay, I didn't know.

6 Q. And I think -- and I think that that's not where your
7 question was. And you just --

8 MS. MARINAS: Okay.

9 MR. TOMICICH: -- you said it wasn't polite because if --
10 it's not -- it's a knowledge versus memory kind of question.

11 A. I don't remember that.

12 BY MS. MARINAS:

13 Q. Okay. So if it's noncompliant, what do you guys do with
14 that?

15 A. Develop a mitigation plan and implement it.

16 Q. Do you have any in mitigation plans in place right now?

17 A. We do. The current work (indiscernible).

18 Q. Do you recall any of them?

19 A. I recall the ones we have for this CAP. Only one was -- I
20 remember one was call sign usage. And that (indiscernible) of it.

21 Q. Okay. Okay, I want to go back up to when he was asking you
22 questions in the beginning. I kind of -- let me look it up quick.

23 MR. SOPER: Yeah, there's an ominously ticking clock.

24 MR. CHAMBERLAIN: Mm-hm.

25 MS. MARINAS: Yeah.

1 MR. CHAMBERLAIN: Demonstrate.

2 BY MS. MARINAS:

3 Q. The three to -- in the CER you said you thought there were
4 three to four findings. And then you kind of talked about the
5 CAP. Was that all kind of related?

6 A. Yes, the CAP came out of the CER.

7 Q. Mm-hm, okay. And you don't recall what that three or four
8 findings were though?

9 A. Not specifically, no.

10 Q. Okay. So for your ICVs, who's participating in those?

11 A. Two to three of my specialists, plus the local safety
12 council, however many members they can get there.

13 Q. Okay, so they're involved in that too.

14 A. Mm-hm.

15 Q. That's good. Do you think -- so going to the emergency
16 checklist piece, so the -- on the actual scopes. Do you think
17 that those are easy to get to? Do you think controllers have an
18 easy time getting to those? That's kind of two questions.

19 A. It depends on controller settings.

20 Q. Mm-hm. If just regular settings, is it easy to get to? In
21 other words, unless somebody creates a tear off or something,
22 right? It could be a little difficult to get to?

23 A. Um, I've been a manager since 2007.

24 Q. Okay.

25 A. And pre-email.

1 Q. Oh, so you -- yeah.

2 A. I do not recall.

3 Q. Okay, that makes sense. You've never had to actually do it
4 yourself. I get that. How about can you recall from any either
5 OSAs, ICVs, SSRs, any kind of QC processes that you guys have used
6 so far, if anything's come up regarding NOTAMS or -- and/or PIREP
7 solicitation and dissemination?

8 A. The ECV identified PIREP dissemination and solicitation as a
9 noncompliant item, I don't remember, low or medium or what. We
10 developed mitigations for that.

11 Q. Do you know what those were?

12 A. The mitigations? We developed a spreader. We did briefings.
13 When I say spreader I mean a spreadsheet for our supervisors --

14 Q. Okay.

15 A. -- and operational managers. And some memory aides for our
16 controllers.

17 Q. And then did you -- have you had a chance yet with the ICVs
18 to kind of see where that --

19 A. Well --

20 Q. -- how that's headed?

21 A. -- I looked at it this morning as a matter of fact. So yes,
22 we have. We are -- have improved vastly in solicitation. The
23 dissemination portion has vastly improving also.

24 Q. That's good.

25 A. Not as much as the solicitation piece.

1 Q. Okay, so refresher training. What kind of involvement -- did
2 we -- we didn't ask this question right? Okay, make sure. It's
3 like our own groundhog day around here.

4 A. (Indiscernible). Yeah.

5 Q. What kind of involvement does the QC office have with
6 refresher and recurrent training?

7 A. Per our OPS admin order in the 630 Alpha. QC kind of informs
8 training what issues we are having. Helps them develop problems
9 for refresher. Sorry, it's the watch desk.

10 Q. That's okay.

11 MR. SOPER: Pause the recorder. 10:37.

12 (Off the record)

13 (On the record)

14 MR. SOPER: All right. We have restarted the recording. It
15 is 10:39. Go ahead, Karena.

16 BY MS. MARINAS:

17 Q. Just continuing with what you were talking about, involvement
18 with QC and refresher and recurrent training. You're saying QC if
19 it wants training. What needs --

20 A. Well trends that we --

21 Q. Okay.

22 A. -- identified in what we feel like workforce would benefit
23 from refresher training. That is my understanding of
24 (indiscernible).

25 Q. Okay. And how do you usually derive those?

1 A. You -- from the (indiscernible), from the ICV and OSA.

2 Q. Okay, thank you. Pass it to you.

3 BY MR. SOPER:

4 Q. Before I pass it to Will, I just had a quick question. Who
5 is the -- the QC manager that you replaced. Was that person still
6 here in any way or are they gone, retired or?

7 A. Retired.

8 Q. And how long was that position gapped before you moved into
9 it, do you know?

10 A. Well, there was a bit of overlap.

11 Q. Okay. I mean, did he -- did you get to do some turnover with
12 him before he retired or?

13 A. A little, yes.

14 Q. And identified? Okay. Okay.

15 A. However, I was still at OM so that most of the days, you're
16 not -- you have to do your job.

17 Q. Sure. No, I understand. Very well, okay. Will, go ahead,
18 I'm sorry.

19 BY MR. CHAMBERLAIN:

20 Q. One thing I was interested in. I'd like -- it's good to have
21 a resource to lean to. So is he still accessible, he or she,
22 sorry?

23 A. I guess --

24 Q. To you, not us.

25 A. -- I mean, we're friends outside of work.

1 Q. I got you. I just didn't know how things that happened.
2 It's nice to have somebody to call back and kind of see where they
3 were going with something is all. QCG.
4 A. Mm-hm.
5 Q. Do you know who you had talked --
6 A. Del Landik (ph.).
7 Q. Del Laney (ph.)?
8 A. Yeah.
9 Q. Have you --
10 A. Talk to him like almost every day.
11 Q. Do you?
12 A. Talk to him almost every day.
13 Q. Was he a resource for you through this event?
14 A. The CER and the CAP? Totally.
15 Q. Very good. Did y'all do an SSR as well?
16 A. Yes.
17 Q. Perfect. You all -- are you familiar with your local
18 sampling plan for the facility?
19 A. Yes.
20 Q. Okay.
21 A. I have a passing knowledge of it, yes.
22 Q. Okay. Do you know if y'all are in compliance?
23 A. With the ECV from June of last year, identified an area in
24 which we were deficient with certification of skill check
25 validations. We have since changed our second plan to do that

1 once per quarter.

2 Q. So just validations.

3 A. That's all that I recall.

4 Q. Okay, okay. I'm going to pass it.

5 BY MR. SOPER:

6 Q. Okay. Could you explain the difference to me between an SSR
7 and a CER? I know what they stand for, but I've been given
8 different ideas of what they are. Some people have told me that
9 well, SSRs we complete when there's like an incident like a
10 significant occurrence, right, like whatever -- a loss, separation
11 and we did an SSR on it, you know, beyond a certain amount.
12 Whereas a CER, that's done when we have like fatal accident. So,
13 but it doesn't sound like that's actually the differentiation.
14 What is the differentiation between SSR, CER and when would you
15 perform either one?

16 A. The explanation I was given?

17 Q. Mm-hm.

18 A. A CER has the name attached.

19 Q. Okay.

20 A. The SSR with a name. And yeah, fatal accidents, where we
21 provided the traffic services, the CER.

22 Q. Okay. So in either of those. So I know from a CER, because
23 through the discussion we learned that you developed corrective
24 action plans for things that are identified under a CER. Do you
25 do the same for an SSR?

- 1 A. Not --
- 2 Q. Like if you hold an SSR.
- 3 A. -- not all the time.
- 4 Q. Okay.
- 5 A. But it could be.
- 6 Q. All right. Well yeah, I mean, I'm sure sometimes you get
- 7 like the one find, whatever the finding is, not something that
- 8 needs to be corrected necessarily. It's something else, you know.
- 9 But I mean, you can have CAPS from an SSR finding.
- 10 A. Yes.
- 11 Q. Okay. Can you tell me the difference in how those transpire?
- 12 Like how you conduct one? Are they the same all -- is that
- 13 process the same as well, except for the identifying in one and
- 14 not the other?
- 15 A. A CER is a little bit more intensive.
- 16 Q. In what way?
- 17 A. Honestly, I would say we probably take more time with
- 18 questions.
- 19 Q. Okay.
- 20 A. And the interview process.
- 21 Q. So is -- is a CER -- so is the catalyst for conducting a
- 22 covered event review a fatal accident? Is that the deal? Is that
- 23 the only time a CER is --
- 24 A. No. I -- no.
- 25 Q. Okay.

1 A. I think the QC manager of ATM can request one.

2 Q. Okay.

3 A. And something has to happen, you know?

4 Q. So maybe it sounds like -- if I'm -- I'm just trying to
5 gather together here. So it sounds like maybe, you know, SSR, run
6 of the mill issues that are found. You're like, this -- we're
7 gonna do a system service review on that, find out what went on
8 with that and why it occurred. If there was something
9 significant, we may develop a corrective action plan or just do
10 whatever to fix that. A CER when an event is a little more --
11 either a little more serious or a little more egregious or we feel
12 like hey, whoa, that was -- we really need to look into that.
13 Then a CER might be the way you go and there would be a little
14 deeper dive onto what the elements were of that and stuff. Okay,
15 all right.

16 A. Yeah, it's --

17 Q. But in general they are similar operations, meaning they are
18 a review of the services provided and what happened around a
19 particular event. All right, I'm getting a little better view of
20 what those might be.

21 A. Yeah.

22 Q. How often do you feel like well, that's -- that's not a good
23 question for you because you just got QCM weeks before you got
24 there, so. Yeah, I'll go ahead and stop there. Do you guys, out
25 of curiosity. Does the QC -- have you seen this yet? Do you even

1 know? I mean, do you guys track like a, you know. We've had --
2 we conducted you know, 15 SSRs over the last quarter. And we've
3 done this many CERs. And you know, of those SSRs, I notice you
4 know, we've done SSRs now. Of those 15 it seems like 80 percent
5 of them are all proximity problems, you know, like you know,
6 losses of separation and maybe we need to look at that. Is our --
7 is those things reviewed or considered like that when you're
8 talking about what you were saying earlier --

9 A. Yeah.

10 Q. -- like, refresher or maybe whatever you (indiscernible).

11 A. We review trend data.

12 Q. Okay.

13 A. Yeah.

14 Q. So that is one of the sources for trend data for you --

15 A. Mm-hm.

16 Q. -- is at the QC office. All right. I actually don't have
17 anything else. Karena?

18 MS. MARINAS: I don't have anything.

19 MR. SOPER: Will?

20 MR. CHAMBERLAIN: Yeah, the emphasis items you're talking
21 about. So just capturing compliance or noncompliance through OSA
22 data.

23 A. OSAs and audits.

24 Q. And audits?

25 A. Mm-hm.

1 Q. What -- so is there any action that you're aware of that's
2 been taken to more potently address those that exist at this time?

3 A. Like, I don't know

4 Q. Like what you would be auditing. Have you put something in
5 play that can --

6 A. Well, the briefings.

7 Q. Okay.

8 A. We're monitoring the completion of the briefings. Safety
9 alerts is a emphasis item.

10 Q. Yeah.

11 A. Well it was already a emphasis item and we extended it as
12 part of the CAP.

13 Q. Okay.

14 A. For another 90 days.

15 Q. And you -- I can't remember if you probably already answered
16 this. So sorry for the redundancy. But in that CAP, do you
17 remember how if any change exists or how you're going to more
18 potently attack safety alerts?

19 A. So we -- I should --

20 Q. Other than the briefing.

21 A. -- so we're doing briefings, right?

22 Q. Yes, sir.

23 A. And QC is going to audit any MORs that have safety alerts
24 that are attached for compliance.

25 Q. They're just the MOR data they would be drawing.

1 A. And they will actually do a replay.

2 Q. Yeah, okay.

3 A. For the e-memory (ph.) play and/or the Falcon replay and
4 review that to see which would be compliant, we'll see the orders.

5 Q. One last question. Do y'all audit? Are you involved in any
6 sort of tracking of performance records of conference within the
7 building?

8 A. QC? No.

9 Q. Does anybody else?

10 A. OMs and the XO.

11 Q. Okay.

12 A. Look at stuff.

13 Q. They'll look into performance stuff.

14 A. Mm-hm.

15 Q. That's all I have.

16 MR. SOPER: Any oh by the ways, Karena?

17 MS. MARINAS: (No audible response.)

18 MR. SOPER: That's all I have as well. Do you have any
19 questions for us before we wrap up?

20 A. (No audible response.)

21 MR. SOPER: Okay. I'm going to go ahead and stop the
22 recording. I show the time of 10:50.

23 (Whereupon, at 10:50 a.m., the interview was concluded.)

CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: MOONEY M20B FATAL ACCIDENT
IN KELLYTON, ALABAMA
ON DECEMBER 13, 2022
Interview of Chuck Levister

ACCIDENT NO.: ERA23FA087

PLACE: Atlanta, Georgia

DATE: Friday, January 13, 2023

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.



Suzanne Ventura
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

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MOONEY M20B FATAL ACCIDENT *

IN KELLYTON, ALABAMA *

Accident No.: ERA23FA087

ON DECEMBER 13, 2022 *

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Interview of: ANTHONY STUKES, Operations Supervisor
Atlanta Air Route Traffic Control Center

Atlanta, Georgia

Thursday,
January 12, 2023

APPEARANCES:

BRIAN SOPER, Air Traffic Investigator
National Transportation Safety Board

WILLIAM CHAMBERLAIN, Air Traffic Manager
Memphis Tower, Memphis ATCT
Federal Aviation Administration

KARENA MARINAS, Air Safety Investigator
National Air Traffic Controllers Association

MARK TOMICICH, Representative
Office of Chief Counsel
Federal Aviation Administration

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I N T E R V I E W

(11:45 a.m.)

MR. SOPER: Okay, excuse me. My name is Brian Soper. I'm an investigator with the NTSB, and we're here investigating the fatal accident of N74589 that occurred on December 13th, 2022. And here with us today we have -- I'll just have you state your name for me, for the record.

MR. STUKES: Anthony Stukes.

MR. SOPER: And you were -- you are being interviewed as an exemplar supervisor. You were not involved in this accident and -- but however, you are a supervisor in Area --

MR. STUKES: 7 and 5.

MR. SOPER: -- Area 7 and 5.

MR. STUKES: 7 and 1 is 5.

MR. SOPER: Oh, okay.

MR. STUKES: Work together.

MR. SOPER: All right, very good. And you have with you your representative today, Mr. Mark Tomicich (ph.), out of the --

MR. TOMICICH: Chief Counsel.

MR. SOPER: -- Office of Chief Counsel, from the FAA. We also have with us Will Chamberlain out of Memphis, ATCT, representing the FAA as a group member here, and he is the air traffic manager out there. And we have Karena Marinas, who is an ASI for NATCA, representing NATCA on the air traffic control group.

1 Just to repeat what we mentioned earlier, the NTSB is a
2 independent federal agency. We're charged with determining the
3 probable cause of fatal accidents and serious incidents and
4 hopefully developing safety recommendations to help prevent
5 reoccurrence. We are not affiliated in any way with the DOT or
6 the FAA, and we have no regulatory authority or enforcement
7 powers. So we don't make rules and we don't enforce rules.
8 Today, we will ask questions through here. It is being recorded
9 as we mentioned earlier. This recording will be made into a
10 transcript by court reporters. That court reporter transcript
11 will be provided back to us and reviewed by the group members for
12 accuracy, as well as a copy provided to you to review your own
13 testimony. And once we've all agreed that that was -- that it is
14 accurate in the testimony provided, that transcript is what will
15 become part of the public docket, not the recording, okay? I just
16 want to make sure I cover everything here. The purpose of the
17 investigation is safety and determining the probable cause, so
18 we're not interested in blame nor do we point blame or assess
19 blame. We don't ask any trick questions here. There's no aha
20 moment in an air traffic -- or in a NTSB investigation. We don't
21 try to paint you into a corner and it's not a knowledge test. So
22 if you don't know something, it's okay to say you don't know. If
23 you don't recall something, it's okay to say you don't recall.

24 MR. STUKES: Okay.

25 MR. SOPER: And again, in this case, because you weren't

1 involved in the accident itself, the questions we ask are going to
2 be fairly general in nature about the facility operation.

3 MR. STUKES: Got you.

4 MR. SOPER: So we just understand how things work. We cannot
5 offer any guarantee of confidentiality or immunity. So what I
6 mean by that is, if you have any previous exposure to the military
7 or anything, they offer privilege in their safety investigations,
8 which essentially means you can provide testimony and information
9 as a witness and your name will never be disclosed. For us it's
10 kind of the opposite. Very transparent. Everybody's names end up
11 in the docket if we talk to them, the name will end up being in
12 the docket as part of that summary that we talked to John Smith on
13 this day. The -- you'll have an -- each member will -- here will
14 have an opportunity to ask questions until we're all settled
15 there. You have one representative which you chose and we
16 introduced already. And if there's anything you need explained or
17 better explained if we ask questions that are either confusing in
18 nature or you just need clarification, please just ask, you know,
19 that's fine. I don't think we have anything real complicated, so
20 I don't foresee that being a problem. Do you have any questions
21 as I've explained them up to this point?

22 MR. STUKES: No, sir.

23 MR. SOPER: Okay, all right. So we'll -- yes, go ahead,
24 Mark.

25 MR. TOMICICH: Just for clarification so the transcript as we

1 discussed off the record, it will be provided to the witness for
2 review prior to being put in the public docket.

3 MR. SOPER: Yes.

4 MR. TOMICICH: And the other point is that the witness, by
5 participating, is not waiving any rights under the Privacy Act,
6 and we've talked about that off the record as well.

7 MR. SOPER: Correct.

8 MR. TOMICICH: Okay.

9 MR. SOPER: Correct, all right. Okay, I'm going to use a
10 form here that I use to follow along. Helps me keep on track,
11 makes sure I capture everything. What did you have our start time
12 at, Karena?

13 MS. MARINAS: 11:45.

14 MR. SOPER: 11:45, thank you very much.

15 INTERVIEW OF ANTHONY STUKES

16 BY MR. SOPER:

17 Q. All right, (indiscernible). How old are -- how do you
18 pronounce your first name?

19 A. Anthony.

20 Q. Oh wow, I've got the wrong person pulled up here. I
21 apologize. Hold on. I'm like, whoa.

22 A. (Indiscernible).

23 Q. Oh, hold on. I pulled up the wrong -- wrong interview there.
24 Sir, okay. Let's go with this, and I apologize for that. All
25 right. Let me -- okay, could you spell your first and last name

- 1 for me?
- 2 A. First name is A-N-T-H-O-N-Y.
- 3 Q. Yep.
- 4 A. Last name is S-T-U-K-E-S.
- 5 Q. And how old are you?
- 6 A. 41.
- 7 Q. All right. And your operating initials here at the facility?
- 8 A. November Hotel.
- 9 Q. All right, we already captured that you're an operations
- 10 supervisor. By the way, do I say that wrong? Is it operations
- 11 supervisor or is it operational supervisor?
- 12 A. Should be operations.
- 13 Q. Operations, right? Okay, yeah. That confused me the other
- 14 day. That's what I've been saying and somebody said no, it's
- 15 operational sup, and I'm like, mm-mm. Doesn't seem like a title.
- 16 All right. And do you have any pre-FAA air traffic control work
- 17 experience -- military, DoD, control tower or dispatch?
- 18 A. Yes.
- 19 Q. What do you got?
- 20 A. Military. Started out in military and contract.
- 21 Q. Okay.
- 22 A. Both.
- 23 Q. But what branch of service?
- 24 A. Air Force.
- 25 Q. Sorry. No, where were you at?

- 1 A. Moody.
- 2 Q. Okay.
- 3 A. Moody Air Force Base right down the street.
- 4 Q. Just one tour there or?
- 5 A. I was there for six years.
- 6 Q. As a controller?
- 7 A. As a controller.
- 8 Q. Nice, all right. I was Navy controller myself.
- 9 A. Thank you for your service.
- 10 Q. One -- you too, man. One of my best tours was at Kadena Air
- 11 Base in Okinawa, Japan. I loved it there, man. Air Force treated
- 12 me right. Got spoiled as a Sailor out there. All right. So and
- 13 when was that, year to year? What years were you in the Air
- 14 Force?
- 15 A. I was in the Air Force from August of '99 until August of
- 16 2005.
- 17 Q. Oh, okay. Awesome. And we had overlapping service I didn't
- 18 retire -- came in '86 and didn't leave until 2010, so I stayed for
- 19 a minute.
- 20 A. Do long haul.
- 21 Q. Yeah, all right. And then you went on to contract, you said.
- 22 Where did you go?
- 23 A. I did, 2006 I went to Afghanistan -- Bagram, Afghanistan,
- 24 working with Midwesst ATC.
- 25 Q. Yeah.

1 A. Was an air traffic controller and approach controller in
2 Bagram approach.

3 Q. How long did you stay there?

4 A. For a year.

5 Q. Just a year tour? I almost did that, so I was --

6 A. Shoulda have.

7 Q. Seemed like a good gig, man, and good money. And you know,
8 was just kind of --

9 A. Was a good -- was a good situation.

10 Q. Yeah, all right. And then when did you get picked up by the
11 FAA?

12 A. I can tell you my hire on day but I can't remember what day
13 of the contract.

14 Q. Yeah, what was that?

15 A. My hire on day was in July of 2007.

16 Q. All right. And have you been in any facilities besides this?
17 Did you come right to Atlanta or did you do a --

18 A. I started out in Houston.

19 Q. Houston, you said?

20 A. Houston Center.

21 Q. Okay. And how long were you there for?

22 A. I was there twice, so --

23 Q. Oh, okay.

24 A. -- from 2007 until 2014. And do you want the other time as
25 well?

- 1 Q. Yeah.
- 2 A. And the second time it was 2017 until 2020.
- 3 Q. So when you were in between those two Houston visits, where
- 4 were you at?
- 5 A. Here.
- 6 Q. Okay. Houston to here.
- 7 A. I started out --
- 8 Q. Back to Houston, back to here.
- 9 A. Yep.
- 10 Q. Okay. So I assume your first tour was controlling, active,
- 11 right -- workforce controller? And then when you took the gig
- 12 here were you still a controller then at that point or did you
- 13 move to sup or?
- 14 A. I moved to sup. I came in as a manager.
- 15 Q. Okay.
- 16 A. In 2014.
- 17 Q. Okay.
- 18 A. I came as a manager.
- 19 Q. Cool, all right. And then you've been back here since 2020?
- 20 A. Yes.
- 21 Q. Awesome.
- 22 A. In july of 2020.
- 23 Q. And you came right here, sup this time, as an OS or?
- 24 A. Yes, yes.
- 25 Q. Cool, all right. Some of these questions I don't really need

1 to ask you. They don't pertain to you because you weren't
2 involved in the event, so bear with me as I skip through these --

3 A. All right.

4 Q. -- and don't make you go through those. I would like to ask
5 you though, if you could give me kind of just your 10,000-foot
6 bio, right?

7 A. Mm-hm.

8 Q. Like, big picture view of how you got to where you are today.
9 Like yeah, I was always interested in aviation. I joined the Air
10 Force out of high school. I did this, I did that. I got my
11 pilot's license, whatever it is for you, 10,000 foot account,
12 giving me bio.

13 A. Why I chose air traffic?

14 Q. Yeah, and what ends up bringing you here?

15 A. Well, come out of high school. I didn't want to go to
16 college. I was burned out from school so I figured I'd go into
17 the military. And when I went to the recruiter, I took an ASVAB
18 and did pretty well on it and he gave me a list of jobs -- me and
19 a friend of mine. They gave me a list of jobs that I was capable
20 to do. They had signing bonuses. So as a 17 year old, of course
21 your eyes go to the biggest pot, right?

22 Q. Mm-hm.

23 A. So I didn't even know what air traffic was at the time, but I
24 saw that was giving \$7,000, so I said I'm doing that. So that's
25 how I came into air traffic. And this was back in 1998.

1 Q. Yeah.

2 A. So this is a long time going on, I'm still doing it. So I
3 say all the time, I need to go get in my DeLorean and go thank my
4 17-year-old self for choosing this career.

5 Q. Heck yeah, man.

6 A. So.

7 Q. Heck yeah.

8 A. But anyway, so I came in. And then in the delayed enlistment
9 program. I joined in January of 2000 -- or 1999, but I had five
10 months to go until I graduated high school.

11 Q. Yep.

12 A. And that's when I signed up, came in the military, went to
13 what was that -- Lackland Air Force Base for the basic.

14 Q. Yeah.

15 A. And they sent us to Keesler Mississippi, for the tech school.
16 And then after that I got assigned to Moody, which I told you
17 about already.

18 Q. Yep.

19 A. So I was there for like I said, from 2000 and 2005. I
20 started taking classes in Embry Riddle when I was there, soon as I
21 certified in the tower first. I started taking classes like the
22 next semester I was able to take classes. And I took classes,
23 took classes and then I decided to be dual certified and went down
24 to approach control. So I was dual certified during my time there
25 at Moody approach and tower. It took me 10 years to finish my

1 degree because of, you know, going to (indiscernible).

2 Q. But you did.

3 A. But I finished.

4 Q. Right.

5 A. So I actually graduated from Embry Riddle with my bachelor --
6 Bachelor of Science in Professional Aeronautics, minor in
7 technical management in aviation safety, in 2011 while I was
8 working at Houston center. Got to Houston in 2007, September.
9 Worked there, like I said, up until 2014, which I came here. I
10 got selected here as a manager. So I worked here for two years
11 and went back there. Got selected there as a manager. State tax,
12 I had to -- there was no state tax there is why I chose to go
13 back.

14 Q. Yeah.

15 A. The money just made more sense.

16 Q. I get it.

17 A. You had kids and stuff. But then I end up coming back here
18 for family issues and stuff like that. Now, I still like the
19 facility and the people that are in the facility, so I came back
20 here for two years, for two years and a half now. So, I been back
21 here, (indiscernible).

22 Q. So what was your -- what was your catalyst for move -- for
23 moving from workforce controllers management into supervision of
24 management? I mean, was it a personal choice? Was it a money
25 choice? Was it just a --

1 A. I actually lost money on the deal.

2 Q. -- yeah. Yeah, I'll bet.

3 A. So it wasn't a money choice.

4 Q. Yeah.

5 A. Yeah, going from Houston to Atlanta, think about the
6 locality, think about state tax. I actually lost money on the
7 deal.

8 Q. Sure.

9 A. And they wasn't offering what they offer now.

10 Q. Right.

11 A. So it was more -- to answer your question. It was in -- when
12 you in the military in the Air Force, it's just natural
13 progression to where you were.

14 Q. Right.

15 A. Training, and then you start to become a -- I was a manager
16 there. And like I said, I was dual certified. It's just the
17 natural thing on my mind where, you know, I've already done this
18 for seven years, I've trained. You know, trained controllers, did
19 have some (indiscernible) a nice time, but do something else as
20 far as management.

21 Q. Right.

22 A. That's why I took the job in Atlanta.

23 Q. Awesome, all right. Have you ever been terminated,
24 suspended, asked to resign from any position since you've been in
25 the FAA?

- 1 A. No, sir.
- 2 Q. No? Didn't figure.
- 3 A. No, sir.
- 4 Q. And I don't need to ask those. Those don't apply to you
- 5 guys. Oh gosh, no. I'm going to skip through those, they just
- 6 don't apply to somebody not working the event. Out of curiosity
- 7 though. Pertaining to this event, did you have an opportunity to
- 8 review a replay of this event in any other, you know, capacity?
- 9 Like just as training as sups? Were you part of the CER for them,
- 10 or did you have any exposure to it at all? Did you listen to it?
- 11 A. No, sir.
- 12 Q. Okay.
- 13 A. I'll just give you the back story on that. I mean, the time
- 14 that this event happened I think was like the 13th or something?
- 15 Q. Yeah.
- 16 A. So in December I was on a lot of leave.
- 17 Q. All right.
- 18 A. I actually, from January until -- I just got back today from
- 19 being sick, so.
- 20 Q. Okay.
- 21 A. I didn't even know I was supposed to be interviewing with you
- 22 guys until I got back this morning.
- 23 Q. So, welcome back.
- 24 A. It was you guys (indiscernible).
- 25 Q. The NTSB's come to talk to you.

1 A. Telling the truth. So no, I hadn't had a chance to do -- to
2 review anything.

3 Q. Okay, all right. Are you at all aware of what the incident
4 was?

5 A. I --

6 Q. But we know it's a fatal accident --

7 A. Right.

8 Q. -- but only it occurred. Okay, all right. Well, we'll talk
9 through that. Let's see. So those questions don't apply. And,
10 all right. So and yeah, it's like I said. I know -- because you
11 weren't part of the accident I -- most of our questions will be
12 somewhat anecdotal. So in this case what we have is fatal
13 accident obviously, with air traffic services. And we had an
14 aircraft with a pilot having an emergency situation, declares a
15 mayday and reports that he has a rough engine, okay, at the
16 beginning. That's how it began was a rough -- rough running
17 engine. And he subsequently got his engine back. Advised the
18 controller that in the process though still wanted to land at
19 nearest airport. They were setting him up to land at an alternate
20 airport. And the weather conditions were IMC at the time. They
21 looked at the weather for the airport that he was going to go into
22 which was Alexander City, and the weather was down to -- the
23 ceilings were like at 800-foot overcast. I'm not sure what the
24 visibility was without going back and looking. But essentially it
25 was IMC and the aircraft was on an IFR flight plan, okay? So they

1 initially came in at like, 6,000 feet. He had bounced up a little
2 bit above that during some point, and then later was descending as
3 well. So I don't expect you to recall any of this. I'm just
4 trying to give you the basic overview of everything that was
5 occurring. So in your area. So as an OS now, these, like I said,
6 these are somewhat anecdotal questions. So as an OS in your area,
7 what is your expectation with regard to a controller notifying you
8 they have an emergency situation? Do you expect them to notify
9 you immediately? You know, when they can? How do they -- what
10 does that look like in your section? Is it something where you
11 immediately start monitoring their frequency? Do you assign a D
12 side? Just kind of step me through what you, in an average
13 situation like that, in your area.

14 A. Okay.

15 Q. Yeah.

16 A. So routinely and just as a habit, I wear headsets throughout
17 the day.

18 Q. Mm-hm.

19 A. So I might even be listening to frequency. So if that's the
20 case, I'm catching it myself. But as far as their responsibility,
21 of course they're responsible to tell me they have an emergency --

22 Q. Yeah.

23 A. -- when they have a chance to, you know. I mean, if they're
24 servicing the pilot out there I wouldn't expect them just to click
25 that off to -- but of course, you know, this is close proximity.

1 So hey, I have an emergency real quick shouldn't be that hard to
2 do, so that's what I'm anticipating them to do.

3 Q. Mm-hm.

4 A. You know? But typically you can hear what's going on in an
5 area.

6 Q. Yeah.

7 A. If you're engaged in the area.

8 Q. Well that leads me to another question actually. That's --
9 I'm glad you bring that up. In your area, do you feel that you
10 spend more of your time on the floor or in the -- in the area
11 monitoring or walking around? Or do you spend more of it at the
12 desk, based on the duties you have?

13 A. Well I mean, are you aware of the administrative duties that
14 we have?

15 Q. Yeah.

16 A. Okay. So we have to kind of split the time and try to --

17 Q. Sure.

18 A. -- and that's why I say you had to keep your headset on to
19 stay engaged in the operations so you can kind of hear what's
20 going on. Be kind of tuned into the busier area where you got
21 weather situations or whatever. The most, you know, difficult
22 sector at the moment.

23 Q. Sure.

24 A. So, to answer your question. I -- to put a number on it, I
25 don't know if I can put a number on it.

1 Q. Okay.

2 A. You kind of got to go with the flow.

3 Q. Yeah.

4 A. You go with the flow that day. Because sometimes you have
5 beautiful days, easy peasy, and it's an opportunity to catch up on
6 some admin duties. Some days you need to be in 100 percent of the
7 time.

8 Q. Right.

9 A. So it's not like a cookie cutter answer. So they kind of got
10 to go with the day. I mean, if you got like I said, weather in
11 the area, you in the operation. You making sure they got what
12 they need. You listen up for any type of stuff that's going on
13 with the pilots reaching out or anything like that. So you got to
14 flow with sectors for the day.

15 Q. Okay. And I know you guys got new scopes. We learned this
16 since we were here. I say new, you had them for over a year it
17 sounds like. But sometime last year or in 2021, you guys received
18 some new scopes. And along with that, some things changed with
19 regard to checklists and stuff. Because you have checklists now
20 embedded or included into the -- the new scopes that you can pull
21 up. Are you familiar with those checklists that you guys have in
22 there right now?

23 A. Yes, sir.

24 Q. Do you guys utilize those?

25 A. Yes, sir.

1 Q. Did you -- how -- what's your expectation for the use of
2 those? Because I don't think -- they're not saveable in any way,
3 correct? They're just there as a visual reference and they're
4 static, so that a controller can pull them up and use them on the
5 spot.

6 A. Yes, sir.

7 Q. To ensure they don't forget stuff. Is that how you
8 understand it?

9 A. Well, we also have under the plexiglass as well. We'll have
10 that checklist there. It's like a visual aid as well to use.

11 Q. Okay, so you still have both that you do that way. But, and
12 is there an expectation that the controllers, if they're having an
13 emergency, that they will pull up that emergency checklist?

14 A. Yes, sir.

15 Q. Okay. And did you guys have any input on the development of
16 that checklist by chance? Because I know it's static where you
17 can't add anything to it or anything. So do you know how that was
18 developed at all?

19 A. I'm not sure.

20 Q. Okay. All right, no problem. I haven't seen it yet, so I
21 actually I'm going to ask them if they can just kind of give me a
22 picture of what that looks like.

23 A. Mm-hm.

24 Q. Because I haven't seen it. Like, give me an idea how big it
25 is. Like, what is -- when you pull it up on the screen, like what

1 kind of space are we talking about?

2 A. What kind of space is it?

3 Q. Yeah. Like I mean like, is it a -- is it a square about this

4 big that has things in it type of thing? Or is it -- is it a box?

5 Is it a --

6 A. It's like a -- it's like a square thing.

7 Q. Okay.

8 A. I suppose, yeah.

9 Q. Yeah.

10 A. Just because, right.

11 Q. All right.

12 A. It's four-sided.

13 Q. All right. I mean, I know that sounds kind of silly. I'll

14 get them to show me a picture of it or whatever. I'm trying to

15 get --

16 A. Mm-hm.

17 Q. -- I'm trying to get a feel for you know, how controllers can

18 use this and what works good. In your experience has the -- has

19 the --

20 A. Well you know, it doesn't sit on the scope. You know that,

21 right? It doesn't just sit there.

22 Q. Okay, so what does it do?

23 A. It's a -- it's a button, right? And they have the button.

24 You just turn it on. You get to the checklist.

25 Q. Okay.

- 1 A. Yeah.
- 2 Q. So it's just a -- it's like a graphical user interface,
3 toggle, pop it up. And then --
- 4 (Crosstalk)
- 5 Q. And you can move that around your scope when it pops up?
- 6 A. Yeah.
- 7 Q. Like you can other things, like you can move it to a
8 different area obviously --
- 9 A. Mm-hm.
- 10 Q. -- so they're on top of traffic. Okay, so and then they just
11 toggle it off when they don't need it anymore, right?
- 12 A. Right
- 13 Q. I assume that's how that works. The -- do you find in your
14 experience since you've made the change, are those checklists
15 beneficial? Has this been better? It's been an improvement to
16 like -- what other kind of checklists do you have on there? I
17 guess you got your position --
- 18 A. A (indiscernible) --
- 19 Q. -- sorry.
- 20 A. -- emergency.
- 21 Q. The emergency.
- 22 A. Mm-hm.
- 23 Q. Any other things? Is there any other things you would really
24 do checklists for or --
- 25 A. (No audible response.)

1 Q. -- maybe not.

2 A. No.

3 Q. That's your main.

4 A. Yeah, those are --

5 Q. All right.

6 A. -- pretty much the main ones.

7 Q. Working pretty good though?

8 A. I mean, yeah, haven't had any complaints, you know.

9 Q. I feel like I would like it better. I think the more that

10 you get me on this scope rather than these separate things is

11 always better. I always felt that, yeah.

12 A. You were en route control?

13 Q. No, I wasn't en route, I -- that's what I'm saying. But I --

14 and then that's why when I looked at en routes --

15 (Crosstalk)

16 A. -- operating --

17 Q. -- I think it's a nightmare. No, I was both. I was -- I was

18 (indiscernible) I did approach and tower. And I just, you know,

19 it was good because in approach, I mean, we had you know, when we

20 shifted to STARS that was all great. We had -- it wasn't IDS in

21 the military it was called VIDS but it was the same essential

22 thing, you know. But we had had, you know, I came -- I remember

23 coming to the NTSB and seeing the en route sector and being like,

24 how many displays are here, man? Like, you got to manage and

25 monitor. It's like, man, I was -- that would drive me crazy. I

1 have to go here for this. I have to look at it for that.

2 A. Shoulda drew the maps.

3 Q. Yeah. Yeah, yeah.

4 A. See how much fun you would have had.

5 Q. Aw man, so -- but yeah. So I mean, like I was just felt

6 like, can't we consolidate some of this, man? Because that's --

7 that's a lot, you know, this, you know. But, all right. So, I

8 asked you about where you come from -- used to work from. If --

9 do you have -- have you had -- do you have much dealing with Area

10 5 at all? So like, the supervisor that was on, what was his name?

11 I forgot.

12 A. That was Jassen Wilner (ph.)?

13 Q. Yes, it was. Jassen Carter, I believe.

14 A. Jassen Carter, good guy.

15 Q. Yeah, he -- you work with him regularly? Do you guys --

16 A. I see him often. I don't work with him though. I mean, it's

17 a team.

18 Q. Do you guys have meetings, like OS meetings? Like meetings

19 of sups either in your area or across areas where you guys meet

20 and talk about challenges -- what's working, what's not working,

21 you know --

22 A. So --

23 Q. -- stuff at all?

24 A. I think COVID kind of threw everything off. So we're trying

25 to get back in the thick of things but you know, still don't

1 attacking training right now. That would be -- so, that's getting
2 addressed though, for us to start getting again stuff. But you
3 know, we got to follow, you know, the beat that comes down from on
4 top, so.

5 Q. Yeah.

6 A. We do a good job here, getting together.

7 Q. Okay.

8 A. The management team works well on the floor.

9 Q. Good. Do you guys have -- how much interaction do you have
10 with the local safety councils? Do you guys have any with them?
11 Do you deal with them at all or?

12 A. Sups?

13 Q. Yea, the sups.

14 A. We have reps in the area.

15 Q. Okay, cool. So have you -- do they, to your knowledge, do
16 they meet regularly --

17 A. Yes.

18 Q. -- the LSC or whatever?

19 A. Have -- have a meeting today or have one Monday, one of the
20 two.

21 Q. Okay.

22 A. But they occur regular.

23 Q. They're engaged.

24 A. Yeah.

25 Q. That's -- that's good. All right. So I don't have anything

1 else right now. I'm gonna pass along to Karena, so they can ask
2 some questions. I'll probably have some more for you but I just
3 want to pass it along to them now so I don't capitalize asking
4 their questions. Karena?

5 MS. MARINAS: No, I'll let you go first this time.

6 MR. CHAMBERLAIN: Okay, well --

7 MR. SOPER: Here.

8 MS. MARINAS: This one's hard to (indiscernible), so.

9 MR. SOPER: How you doing today?

10 BY MR. CHAMBERLAIN:

11 Q. I don't have much. I'm just losing my stuff here. Okay, so
12 I was -- you talked about the time in and outside of the area.

13 A. Yes, sir.

14 Q. And is there any effort to relive some of the administrative
15 tasks y'all are currently dealing with that would put you in the
16 area more if relieved from?

17 A. Oh, yeah. I mean, our product improved in the last, I don't
18 even know, three months or so, they've added staffing.

19 Q. Oh.

20 A. Like today, we had overlap staffing, which is great. Once
21 you have that, you know, I was able come in. Like I said, I been
22 off the past few days. I was able to come in and take care of a
23 few things in the back which is always good. Because like I say,
24 we work -- we work good together, man. They understood. I came
25 in, I was off. And it's like, go to the back, take care of your

1 business. He was able to stay engaged in the operation. I'm
2 taking care of my administrative stuff in the back. It works well
3 as a team and we work hard, so I'm able to. The area across the
4 hall, I'm able to work over there as well. So once I get back --
5 well, I didn't know you guys were gonna be here, so I threw a
6 wrench in the plans.

7 Q. Yeah.

8 A. The plan was to come over and get him relieved so he's able
9 to take care of things as well.

10 Q. Absolutely.

11 A. We work -- we work pretty well together. I mean, I'm not
12 complaining about -- like that at all. Because if it -- if - and
13 then that waiting, man.

14 Q. Yeah.

15 A. (Indiscernible) that wait, but it's improved a lot, you know.

16 Q. Yeah.

17 A. But it's getting better though. So I feel good about the
18 time I spend in the operation. I think I -- not much surprises me
19 in the operation, I mean, because I keep the headset on, you know,
20 and I'm also in there and I'm engaging with the folks. Making
21 sure they're good, checking the temperature, you know. So, I hope
22 I answered your question.

23 Q. Yes. Yeah, absolutely. It -- so obviously, it's operating
24 differently in their application of oversight or engagement?

25 A. Yes, sir.

1 Q. Would you say the majority of the sups utilize the wireless
2 headsets?

3 A. Well --

4 Q. Or --

5 A. -- they utilize it, yes.

6 Q. Do.

7 A. Yes.

8 Q. Let's see here. Talked about how you determine what sectors
9 you monitor and stuff like that. That's good.

10 A. Yes, sir.

11 Q. Recurrent training. Are you on the LSC?

12 A. No, sir.

13 Q. Have you been on an LSC?

14 A. No, sir.

15 Q. Would you happen to know if they have any input towards --
16 towards items identified and implemented into any recurrent
17 training?

18 A. I wouldn't know.

19 Q. Any aspect of -- okay.

20 A. No, sir.

21 Q. Was a shot in the dark.

22 A. It's okay.

23 Q. Let's see here. Is there an expectation from upper
24 management on how much IPM performance feedback to the workforce
25 that y'all -- y'all should do, as a supervisor?

1 A. Yes, sir. They do come with certain standards, monthly
2 standards and stuff like that.

3 Q. Okay. Do y'all have like, I mean, try not to do quotas, but
4 I mean --

5 A. No.

6 Q. -- but do you all have a quota or just a general expectation
7 that you will engage?

8 A. Right, it's a certain number per month --

9 Q. Right.

10 A. -- that they look for under each manager.

11 Q. Okay.

12 A. So they said that we have -- we have metrics here for them.
13 That's a lot of typing. Am I doing good or bad? There's a lot of
14 typing going on over there.

15 MS. MARINAS: I'm a very accurate note taker.

16 MR. STUKES: Okay.

17 MR. CHAMBERLAIN: That's all I got for now.

18 MS. MARINAS: In case that thing busts.

19 MR. STUKES: Is it okay if i ask you a question?

20 MR. CHAMBERLAIN: Sure.

21 MR. STUKES: Do you know -- do you know Matt, Matt Miller
22 (ph.)?

23 MR. SOPER: Matt Miller? Yeah.

24 MR. STUKES: That's my -- he's my -- he's my, one of my --
25 one of my good friends.

1 MR. SOPER: Really?

2 MR. STUKES: We worked in Afghanistan together.

3 MR. SOPER: No kidding.

4 MR. STUKES: We worked in the same area in Houston together
5 as well.

6 MR. SOPER: Yeah?

7 MR. STUKES: A real good guy. I told him he was gonna be a
8 politician one day.

9 MR. CHAMBERLAIN: He should be. He's a very knowledgeable
10 guy, very good person.

11 MR. STUKES: He is, man.

12 MR. CHAMBERLAIN: He just got picked up on six-month SOI.

13 MR. STUKES: Oh, he did?

14 MR. CHAMBERLAIN: Mm-hm.

15 MR. STUKES: Yeah, I know he's still in the Guard, I believe.

16 MR. CHAMBERLAIN: Yep.

17 MR. STUKES: Yeah, he's a real good person, man.

18 MR. CHAMBERLAIN: It might be finishing up, but he's a --

19 MR. STUKES: Yes.

20 MR. CHAMBERLAIN: Yeah, generally just a great fellow.

21 MR. STUKES: Does he have five kids now?

22 MR. CHAMBERLAIN: I don't know about that. They gotta be --

23 MR. STUKES: For sure, a good person.

24 MR. CHAMBERLAIN: Mm-hm, no doubt. All right, Karena.

25 MS. MARINAS: Okay.

1 MR. STUKES: Tell him I said hi, by the way, sir.

2 MR. CHAMBERLAIN: Oh, certainly.

3 BY MS. MARINAS:

4 Q. As far as recurrent training goes. Do the supervisors go
5 through that as well?

6 A. Yes, ma'am.

7 Q. When was the last time you did recurrent training?

8 A. I can't recall the actual date, but it was in 2022.

9 Q. Okay.

10 A. So.

11 Q. And then do you recall any of what was in it?

12 A. No, I don't. I don't recall.

13 Q. Was it classroom? Was it eLMS?

14 A. It was -- it was eLMS.

15 Q. Just --

16 A. And classroom.

17 Q. Or is --

18 A. If I'm not mistaken. We got so much training and that kind
19 of stuff -- type of stuff.

20 Q. Yeah, yeah.

21 A. Kind of merges together.

22 Q. Yeah, that's -- it's whatever you're area.

23 A. I think it was classroom actually. I don't remember, no.

24 Q. Do you remember if there was any SIM?

25 A. Simulator? Yes, it was -- was.

1 Q. And is it -- are there different SIMs for the -- for the
2 supervisors than there are for the --

3 A. I'm not sure.

4 Q. -- controllers themselves. Yeah.

5 A. I'm not sure.

6 Q. Do you recall if there was any emergency handling?

7 A. Yeah. I don't recall, just to be safe, I'm not gonna -- I'm
8 almost positive that it was, but I can't remember 100 percent
9 sure.

10 Q. Okay. For the supervisor training here, when you first get
11 here and you're actually a good person to ask this question since
12 you didn't start here. When you first came here, and working
13 back, what -- what kind of training do you guys get?

14 A. As far as management --

15 Q. Uh-huh, yeah.

16 A. -- or as far as controller?

17 Q. Well, yeah. Let's do two. Let's do both. I'd like to know
18 what your training was for the area and then probably we'll get
19 into some of that other stuff.

20 A. Okay. So --

21 Q. I'm more concerned with the area right now.

22 A. Okay, I think I understand your question.

23 Q. Okay.

24 A. So in 2014 when I got here, I was up in the training
25 department for about, like about a month and a half, drawing maps,

1 taking area tests. For a good little bit of time, six, seven,
2 eight weeks or something like that. During that time I actually
3 got sent to OSW class while I was upstairs as well, so that was a
4 good way to -- because at the time, they didn't have much training
5 for -- for new managers at the time. So it was good that I was
6 able to go to OSW class within a month of me coming onboard as a
7 manager.

8 Q. What is that?

9 A. OPS Sup Workshop. It's like a course developed by SUPCOM
10 that brings a bunch of managers together, ranging from I mean, the
11 15-year sups to one-year sups. And they get together and have a
12 workshop to work on different, you know. Basically you know,
13 getting stories, you know, basically sharing information. And
14 it's classes talking about how you deal with this, how you deal
15 with this, you know, just different classes. It kind of helps
16 out. It's a week. It was a week course. A week course, pretty
17 good course. It's still going on to this day. But anyway, so
18 after I came from upstairs, went on the floor, I certified on two
19 radars and two D-sides and two (indiscernible) and two D-sides
20 associated with that. And after I got that done, I started
21 training on the desk. Trained on the desk for about, I think it
22 was about three weeks or so or something like, with another --
23 another -- at the time they had some seasoned -- some seasoned
24 guys in the Area 7. So it was -- it was a great experience to
25 come on like that with guys with so much experience. And I

1 actually -- had my first -- I worked my first shift alone on
2 Friday the 13th.

3 Q. Wow.

4 A. I'll never forget that. But that was the training I got
5 before I started working alone.

6 Q. Okay. So, and the two D-sides and R-sides, was that one per
7 area since you split?

8 A. When you first --

9 Q. Or is it two in one area?

10 A. -- when you first come on the floor, they don't pod you out
11 immediately.

12 Q. Oh.

13 A. You have to work your area for like six months or something
14 like that before they pod you over. So no, it was two radars in
15 the same area, Area 7. Two radars, two D-sides in the same area.

16 Q. And you maintained currency in both the two?

17 A. Yes. Yeah, well they combine up. So they normally were
18 combined but you can split them off as well.

19 Q. Okay, so it is normal then to -- for each sup to have two
20 sectors, or is it just because the sector that you had is normally
21 combined up as two -- or it was two that are normally combined.

22 A. Say that one more time, make sure I understand.

23 Q. I'm trying to understand. So do supervisors normally get
24 certified on two sectors? Or is --

25 A. Well --

1 Q. -- or is that just because you had a -- you got a sector that
2 has --

3 A. -- I made a request at my -- to work radars at the time. I
4 was still wanting to work radar and I was like, I want to work
5 radar still. So you're only required to get two sectors.

6 Q. Mm-hm.

7 A. It could be two D-sides or a an R-side and a D, just two
8 sectors what they require. But I wanted to get radar.

9 Q. Oh, two positions.

10 A. So it only makes sense.

11 Q. Okay.

12 A. Because they normally combine work, so I just certified on
13 both of the radars and got -- had the D-sides, of course. You got
14 to get the D-sides as well. But I could have just got two D-
15 sides, if that's your question.

16 Q. Yeah.

17 A. Right.

18 Q. Yeah.

19 A. Could have just gotten two D-sides, which is what I have now,
20 so.

21 Q. Oh.

22 A. I kind of wised up because I mean, currency and proficiency
23 are two different things.

24 Q. Mm-hm.

25 A. So --

1 Q. Yeah.

2 A. -- I wasn't proficient anymore, so I just, you know.

3 Q. Mm-hm.

4 A. Get my currency on my D-sides and you know, smart thing.
5 Because at the time, I'm probably over-sharing. But at the time,
6 I was, you know, it was short on the controller side. So I was
7 being called in for -- to work radar as a, as overtime shifts and
8 stuff.

9 Q. Mm-hm.

10 A. And those other days I kind of realized like maybe this is
11 not the move here.

12 Q. Yeah.

13 A. So I kind of just when I came back the second time I made a
14 better decision.

15 Q. Yeah. Yeah, a prudent decision. I agree with that.

16 A. Right.

17 Q. Okay, so it's -- so typically then a lot of supervisors will
18 not have two separate R-Sides. They would typically have probably
19 one R-Side.

20 A. I think that's the -- I think. I don't want to speak for
21 everybody. I think that's a pretty good standard now. But at the
22 moment, I believe it's required for new supervisors to -- to get
23 radars now, if I'm not mistaken.

24 Q. Mm-hm.

25 A. I think that's a requirement now, for them to certify on

1 radars now, I think.

2 Q. Okay.

3 A. I believe so.

4 Q. Okay. Thank you for that -- more about that. Okay. But and
5 I ask that just to understand, you know, what kind of familiarity
6 you have with your area and --

7 A. Mm-hm.

8 Q. -- and the traffic that you work in it. Are you in the same
9 area now that you were when you were here before?

10 A. I was able to negotiate that. Yes, ma'am.

11 Q. That's helpful.

12 A. Yeah, I wanted to -- I wanted to make sure I understood that
13 area, so I know the area pretty good.

14 Q. Mm-hm.

15 A. Right.

16 Q. And is that -- so do you feel with your training the first
17 time that you came through though, that that set you up to -- to
18 understand the area pretty well and be able to be, you know, a
19 helpful part of the team? Or do you feel like it took some time
20 just working through, you know, getting to know the area and how
21 to be helpful on your own.

22 A. You saying the first time?

23 Q. Yeah.

24 A. The first time, like I said, it was -- it was a perfect
25 scenario. I mean, I had some great sups that was working in front

1 of me, that was working around me that was coaching me up. Yeah,
2 I mean it was a beautiful scenario because I didn't have to carry
3 a load. I just was able to be coached up, coached up. If I'd
4 make a mistake they'd say no, don't do it like that, do it this
5 way. Or you gotta make sure that this way during this time or --

6 Q. Mm-hm.

7 A. -- watch for this. And these guys, they all went on to do
8 other things, you know. So I had a good group of guys that
9 trained me at seven.

10 Q. Mm-hm.

11 A. Right.

12 Q. Okay. What is your expectation for OJTIs in your area. What
13 do you generally let your OJTIs know that you're expecting from
14 them during -- when they're -- when they're training somebody?

15 A. As far as being -- getting time?

16 Q. Just in training in general, how they -- how you expect your
17 OJTIs to train their trainees. Do you have any expectations
18 (indiscernible)?

19 A. Yeah, of course. Well they have -- yeah, they have to. Of
20 course the standard right now is the hours on position and time,
21 but we try to shoot for four a day in training to make sure you
22 hit the peak, the peak traffic times. Of course, stay engaged,
23 you know, quality, quality de-briefs. People are used to, you
24 know, I give them real time to get the debriefs. And the write
25 ups need to be -- need to be good, you know. So because give them

1 something to reference back to if they need to. So I mean, that's
2 pretty much the expectation -- for them to stay engaged, be
3 present in the moment while they're watching these guys, and give
4 them a little bit of leeway to make mistakes too, you know. I
5 mean, you don't just jump on them. I don't like when, you know,
6 trainers just jump on a trainee in this, you know, soon as they
7 make a mistake. I'll give them -- I'll tell you to fix it, you
8 know. So that's pretty much what I expect from them.

9 Q. Mm-hm.

10 A. You know, something that's conducive to healthy training, in
11 my mind at least.

12 Q. Do you think that the sups around you are kind of the same
13 way? Or is that kind of a --

14 A. Some require more in my area.

15 Q. Uh-huh.

16 A. Some require a little bit more, yeah.

17 Q. Mm-hm.

18 A. Yeah, everybody got their style of, you know, of managing,
19 you know. But this works for me, and I got a -- I get good
20 results out of it, so.

21 Q. Mm-hm. Do the supervisors here generally have meetings with
22 their teams at all?

23 A. Training team meetings?

24 Q. Mm-hm.

25 A. Of course.

1 Q. Or well no, I'm sorry. Just with their, like their teams in
2 the -- in the area, all the employees.

3 A. Oh yeah, you talking about -- yeah. Like everybody get a
4 team brief?

5 Q. Teams or --

6 A. Yeah, we have that. Yes.

7 Q. You do? Okay. Pretty regularly or?

8 A. Pretty regularly, like once we got back into a flow and once
9 we got back into a flow from COVID, you know. Because we got out
10 of sorts, of course, during COVID. So everybody had their groove.
11 We all took training, this and that. Or -- but once we got into
12 COVID, you know, and got out of COVID. So now we try to posture
13 about trainings this and that. There are sometimes things get
14 left on the side. But like I was telling someone, we getting back
15 to where we need to be with team training and teams getting
16 together now and able to follow up with safety items and stuff
17 like that and we can go over stuff and start dissecting certain
18 scenarios like this one here. We'll be able to look at this and
19 learn from this as well, this scenario. So we -- we do it pretty
20 good now. And sometimes we have to be creative with it. We might
21 have to have like half the team this week because we short on
22 staff or whatever. And then half the team, you know, the next day
23 or something like that. Sometimes it gets difficult to pull the
24 teams all together at one time, especially during crew change and
25 stuff. So you got to get creative when you have to. But it's

1 starting to get done a lot more regular now.

2 Q. Do those items for those meetings come from the supervisors
3 themselves or from the QC department or somewhere else?

4 A. Well, like the safety council stuff? Like some -- we'll pull
5 stuff from that. We have the monthly stuff that's on CDW that we
6 go over as well. But we also -- the managers also include stuff
7 that we see in the area that going on, whether it be stuff getting
8 too rambunctious during certain times like during crews swaps. We
9 would talk about that and the reason why we need to start quieting
10 down. We go over that stuff too. Or if they want to bring
11 something up, you know, we'll go over that but they really don't
12 want to bring anything up.

13 Q. Okay.

14 A. Yeah.

15 Q. Okay. I'm finished. Back to you.

16 BY MR. SOPER:

17 Q. Okay. So do you know where this -- the OS staffing sits here
18 for the facility by chance? Do you know how many OS's you guys
19 have onboard?

20 A. Oh --

21 Q. Or do you have a pretty good idea.

22 A. -- in the 30s, I would imagine.

23 Q. Okay, so how many do you have in your area?

24 A. We have, in the pod we have seven. We have four in my are
25 and three in the other.

1 Q. Is that pretty normal? Is that the adequate staffing?
2 That's what you would expect to have? Or are you guys currently
3 understaffed? Don't assume you're overstaffed.

4 A. Four to four is pretty -- is pretty good, it's pretty
5 manageable. I love seven. That's what I had when I left Houston.
6 Seven sup (indiscernible). Every RDO, we had a sup.

7 Q. Yeah.

8 A. Four is manageable. I mean, you know, I just explained to
9 you how we had two sups coming in to work today.

10 Q. Yeah.

11 A. It works out pretty good, especially when you work together.
12 So four's pretty good in the pod, you know. We're able to pod it
13 out and switch, you know, helps out even more.

14 Q. Are you having to see much here in this facility of the
15 utilization of CICs for all supervisory oversight?

16 A. As far as my area?

17 Q. Yeah.

18 A. I don't -- I don't see that. But Area 1 had a spell where
19 they had to use a lot of CICs, I think. The end of -- the fourth
20 quarter of 2022. But now they have onboarded three -- three sups,
21 so they kind of cleared that up, you know.

22 Q. Well, there's a (indiscernible) there.

23 A. Yeah, three sups, so we actually have four. So we have -- he
24 just certified yesterday, so a sup just got certified yesterday.
25 He's like, we're working area one now. So we got eight. So we

1 got four and four now.

2 Q. All right. So you guys are -- you're getting the resources
3 or the time you need to -- to handle the performance management,
4 you decide you need to do these administrative duties that you
5 need to do and the work, the floor monitoring. I mean, you're
6 getting the adequate time and resource to deal with -- to handle
7 it.

8 A. Now, like I said.

9 Q. Yeah.

10 A. It's improved now.

11 Q. Yeah.

12 A. So we're in a good space. We would do whatever we need in my
13 pod.

14 Q. Okay. So now let's shift modes a little bit to talk about
15 training again. You spoke to that and you just kind of mentioned
16 a second ago, you're like talking about the scenario-based type --
17 type training that you guys might do to talk about events here.
18 And like this one being an example. Like this one, you guys might
19 be able to put something together and learn from it. What would
20 that look like here? Is that something you would do as your own
21 area on your own? Or is that something that probably either a
22 support manager or something would put something together based on
23 this event and put it out to all areas and say hey, you know,
24 train your guys on this or use -- or put them -- us this as an
25 MBI, or I mean, I don't know. What does it look like to you? How

1 would that normally be done?

2 A. That possibly could be the case. But you know, I kind of be
3 more aggressive, man. I mean, if we see something happen, I know
4 how to use Falcon and I know I got to present something to the
5 team. I don't need the department to put something for me to put
6 out to my team that we can improve and not see something happen.

7 Q. Uh-huh.

8 A. So I don't wait for that. If we got a resource, we just get
9 to it. But I'm sure they put stuff together and send it out, but
10 by the time they send it out I've already got it done, you know.

11 Q. Good.

12 A. Most of the time, most of the time.

13 Q. So you guys have that, that authority and flexibility to be
14 able to do that on your own. When you identify something or see
15 something occur and you think that would be good, that's something
16 that you want to get out to your -- to your folks in your area,
17 you can do that. You have that ability to do that on your own.

18 A. Well there's Falcon. I mean, you could just create the
19 Falcon and it has audio on it so you're able to create it and just
20 review it and just go over it --

21 Q. Is that something you would --

22 A. -- at the time.

23 Q. -- is that something you would go over. So I -- and you'll
24 have to excuse me. I'm not an en route guy, so I know that it's
25 difficult. You guys, the schedules they way they work. Like

1 doing groups and team trainings is not a -- as easy as it sounds
2 in your environment, right?

3 A. Right.

4 Q. Because everybody's in and out and in and out. So is that
5 something you would -- you would probably put together like an MBI
6 using the Falcon link then the explanation of whatever and give it
7 to people as kind of a -- go through this and sign off when you
8 can? Or is it something that somebody would generally go over
9 with a few people at a time and kind of have it until it's no
10 longer -- I mean, I got to know what that looks like, you know?

11 A. Yeah. Well I was speaking in not creating an MBI. I'm
12 saying it's a learning scenario.

13 Q. Okay.

14 A. Yeah.

15 Q. Just kind of --

16 A. Just kind of what happened in Area 5.

17 Q. -- direct, on the spot.

18 A. Like let's talk about what happened in Area 5 last week.

19 Q. Okay.

20 A. We had a crash. We had a death. Let's see what happened
21 here. How could we have serviced the pilot better.

22 Q. Okay.

23 A. We're in a service industry, so how could we have serviced
24 the pilot? Did we do a good job or whatever. And I notice when I
25 did just talking about what happened. I remember like when I was

1 talking to the guys last month saying what wasn't done. I was
2 talking about certain things that wasn't done.

3 Q. Mm-hm.

4 A. And we was just saying -- and I would see in that scenario,
5 are we able to do that better? If something we could have done
6 better? Knowing what's all going on through his mind, he's trying
7 to get the plane down safely.

8 Q. Yeah.

9 A. You know, so just trying to give them this talk and get them
10 to be thinking about these things, you know, that's the goal
11 always, to have them thinking about this, what could have been
12 done better. No so much as pointing a finger. But okay, how can
13 we learn from this type thing.

14 Q. Right.

15 A. You know. So then we're putting out an MBI, we would -- we
16 do that, of course. But I think this, we're getting more from it
17 and then you know, I just feel like stuff organic like that,
18 controllers learn better from that.

19 Q. I agree. I would agree with you 100 percent. Okay. What's
20 the general hierarchy in the room with regard to how -- or let me
21 re-ask that question. How frequently are you communicating with
22 the OM on an average shift? I mean, I know that will vary,
23 depending on what's going on. But essentially are you in regular
24 close communication with the OM, routinely, somewhat routinely, or
25 only if there's something significant happening and there's a

1 requirement for that to be that way?

2 A. Yeah. Yeah, I try to allow folks the freedom to have their
3 time to be used. So I try not to bother the OM as much --

4 Q. Okay.

5 A. -- if I don't need to. If I need to have them included on
6 something because I'm obligated to?

7 Q. Yeah.

8 A. Of course I'd do that -- emergencies or anything like that,
9 if we lost communication with a pilot, something like that. Of
10 course we'll tell him that. But certain things, I don't need to
11 bother him with.

12 Q. Okay.

13 A. -- without just having to, you know.

14 Q. Okay. What's the OS's role in an ALNOT situation? Do you
15 have any dealings with that or do you hand that off to the OM
16 essentially and the OM is the one that ends up responsible for
17 initiating an ALNOT once it's time?

18 A. We pass it to the OM.

19 Q. Okay. And from there your job's kind of done, right? I
20 mean, essentially --

21 A. Well, we're still trying to get--

22 Q. -- as far as trying to find -- yeah, right. You're still
23 going to continue to try to locate --

24 A. -- so they deal with flight data.

25 Q. Okay.

1 A. And they work out the ALNOT scenario.

2 Q. Okay. And how -- what's your relationship with the QC
3 manager? And I don't mean like personal relationship. I mean
4 what -- what is an OS's relationship to the QC manager? Do you
5 deal with them at all? Do you have interaction with them
6 regularly, infrequently, that's somebody else that deals with
7 that? I'm like, I -- what is that for you guys here?

8 A. Oh, well I don't regularly go to the office of QC. I mean,
9 they come to stand up. They brief us on what's going on, what
10 they see in the trends and stuff like that and do stand up twice a
11 day.

12 Q. Okay.

13 A. And we get the briefing from there pretty much is the
14 relationship.

15 Q. Okay.

16 A. Unless they have some other briefing that they need to give
17 us.

18 Q. All right. And so now, about this time of does relate a
19 little bit. So when you said you knew this -- the gentleman,
20 Jassen, that was -- that is the Area 5. Do you know what his
21 supervisory style is? Is he more of an intrusive leader? Is he
22 more of a coach and mentoring leader? Or do you not know, like do
23 you (indiscernible)?

24 A. No, I don't know.

25 Q. Okay.

1 A. But just --

2 Q. That's okay.

3 A. -- I have no idea.

4 Q. Understand. I didn't know how closely you guys worked or
5 anything.

6 A. Oh well, Area 5 is down the hall a little bit. It doesn't
7 touch us at all.

8 Q. I got you.

9 A. Yeah.

10 Q. Okay.

11 A. Excuse me.

12 Q. All right. And she touched on the training with you and you
13 don't recall last occurrence.

14 MR. SOPER: Will, do you have anything more right now?

15 MR. CHAMBERLAIN: I did have a question earlier. Didn't talk
16 to him about (indiscernible). So earlier we were trying to see
17 what the final relationship between the controller and CWSU. It's
18 been -- I think that should be probably.

19 A. Oh.

20 Q. But as a sup, do you go retrieve information with the weather
21 unit here? I mean, do you have a good rapport?

22 A. Oh, oh yeah.

23 Q. Do they interact with y'all at the OS?

24 A. They do. They bring down the sheets prior to -- we have
25 stand up. I don't know. I guess you all do as well, right? So

1 we have stand-up briefings at 9:00 and 4:15 each day and before
2 those -- they actually do an in-depth briefing at these weather
3 briefing - at these stand-up briefings. But prior to that, they
4 walk the hall and they pass us sheets about what's going on in the
5 area, whether there's turbulence, icing, where the icing is. It's
6 a whole sheet readout, so they give us that prior to review before
7 we even come up there. So I think that's -- that's not -- they
8 didn't do that in Houston. I think that's - good that they do
9 that here.

10 Q. Yeah.

11 A. And so you can pretty much get an understanding what's going
12 on in your area with weather wise.

13 Q. Yeah.

14 A. You know.

15 Q. Is that part of the pre-duty expectation or is that something
16 different?

17 A. That's something different. The pre-duty is before you even
18 take position --

19 Q. Right.

20 A. -- you have to take the pre-duty brief and look at that full.
21 So it's -- it kind of redundant but I mean, it gets the job done.
22 You can't miss the weather.

23 Q. Right.

24 A. So you already know about the pre-duty. You already know
25 about it.

- 1 Q. Yeah.
- 2 A. Yeah, so we do that as well.
- 3 Q. Yeah.
- 4 A. So this is something totally different.
- 5 Q. Okay.
- 6 A. We brief just the sups.
- 7 Q. That's good.
- 8 A. Yeah.
- 9 Q. I was gonna ask about the ALNOTs. Do y'all do, I mean, is
10 that completely so any information, lost radar comms, whatever
11 situation is, this person showed up and canceled. Do you take
12 that to the OM and it's their determination whether to execute it
13 or not?
- 14 A. Oh --
- 15 Q. Or do you just time hack and give it to them and then report
16 back accordingly?
- 17 A. Oh, you saying if they hadn't canceled? So typically, we try
18 to track that down. We'll call the airport, the (indiscernible)
19 or whoever.
- 20 Q. Right.
- 21 A. Try to track that down first, you know. I know we try to
22 stay like in the 20 minutes and then we'll take to the OM and let
23 them go ahead and do their thing.
- 24 Q. Okay.
- 25 A. And we'll timestamp it, whatever, and give them the ticket

1 and have them do his thing on that.

2 Q. Okay.

3 A. Yeah, but we'll follow up with him though, because if he
4 hadn't canceled, I mean, we're trying to get that airport --

5 Q. Yeah, right.

6 A. -- right?

7 Q. Locks em' up, okay. I had one more, I can't recall.

8 BY MR. SOPER:

9 Q. Yeah. So back to the CWSU real quick before I pass it back
10 to Karena, do you -- have you ever had an opportunity or do you
11 have experience where you've utilized the CWSU for tactical
12 support, meaning where you've had a weather situation in the area
13 or whatever or something that was not expected, either it's coming
14 on quicker or it's coming on harder than what you may have
15 expected through briefings. Do you ever have call in for direct
16 support? Like hey man, when is this coming through? When is it
17 going to be done? What are we looking at here? Did this change
18 from what we got earlier? Do you interact with them on that
19 level?

20 A. Oh --

21 Q. To reach out for direction?

22 A. -- I talk to -- I talk to those guys. I don't call them, I
23 go down there.

24 Q. Okay.

25 A. It's like I'm in Area 7, so I'm at the front, so I just walk

1 straight to them (unintelligible). If I'm trying to figure out a
2 leave scenario for someone I'll say hey, what's the weather
3 looking like tomorrow? So I always engage with them. Now if
4 you're talking about as far as something changing, as far as the
5 rides or?

6 Q. Yeah, it could be anything. I mean you know, or like in this
7 case where you have an emergency situation. You have weather
8 problem. You give him that quick weather out there and you'll be
9 like, do you ever reach out to them like hey, I got this guy with
10 an emergency going in here right now. We're trying to get him
11 down.

12 A. Mm-hm.

13 Q. You know, is there -- is there ever a time when you would do
14 that, I should say. Maybe not --

15 A. Oh, no. I don't know if that's would be -- I don't know if
16 he would be able to give me anything that I don't already have.

17 Q. Okay.

18 A. You know. No, I wouldn't even think to go down there to do
19 that.

20 Q. Okay.

21 A. Mm-mm.

22 Q. But it's general just keeping -- keeping track of the weather
23 in general as a whole.

24 A. Yeah.

25 Q. Flow and everything else.

1 A. The brief is pretty -- I'm serious, man. I mean, the weather
2 briefing that we get here. We do the pre-duty, we do the stand
3 up, and he comes out and giving us a sheet (indiscernible).

4 Q. That's great that they do the sheet. I'm glad to hear about
5 that.

6 A. Yeah.

7 Q. That doesn't happen every day.

8 A. That's what I'm saying.

9 Q. Yeah.

10 A. So that's why I say, we pretty much are covered on the
11 weather things. For me to go to him and he'd be like, we just
12 talked three times already. I told you.

13 Q. So they're pretty responsive to you coming to them as well.

14 A. Oh yeah, oh yeah.

15 Q. So, yeah.

16 A. It's a open door policy. And they're right by the TMU unit,
17 you know, you just walk back there. It's all one, a good team
18 over there.

19 Q. Excellent.

20 A. Yeah.

21 Q. Okay, great.

22 BY MS. MARINAS:

23 Q. A couple of reach back questions. So on that line with the
24 CWSU stuff and you said they bring the sheets down to the areas --

25 A. Yes, ma'am.

1 Q. -- and talk to the supervisors directly about them. Do --
2 what is the expectation for what's going to be done with that
3 information? Do you guys share it with the controllers? If you
4 do, how do you do that?

5 A. Well, if anything different from the pre-duty, you have to
6 share it with them because I mean, they don't have the
7 information. And so you give them the most up-to-date
8 information. Because the pre-duty, they could have been there
9 since 5:30 that morning. So he typically does that around 8:00
10 and some change, so that's three hours and -- three hours almost.
11 So yeah, so something might have changed or they did. What -- if
12 it does, you brief your controllers on whether some turbulence,
13 something came through or you know, or icing somewhere in the low
14 sector. You let them know and then you got to get PIREPs now,
15 whatever the case is. And it's not a long blurb, it's just a, you
16 know, little blurb telling you exactly what's going on, and they
17 have the thing on the bottom that shows you where the
18 precipitation or whatever is.

19 Q. Mm-hm.

20 A. So, but why they do that at that time is because you
21 basically get a little preview of what you're gonna hear at stand
22 up, so you're not asking them. So it's kind of efficient. I love
23 efficiency --

24 Q. Mm-hm.

25 A. -- and that's real efficient, you know. You don't have to

1 appear for the first time and ask a million questions. You
2 appear, you hear again, you see it on the display now, the visual.
3 You get an automation, animation thing. So it's, I just love it.
4 I think it's hella efficient, it's -- I'm sorry, I apologize.

5 Q. No, that's okay.

6 MR. CHAMBERLAIN: Yeah.

7 MR. STUKES: But it's real efficient and I love efficiency.

8 BY MS. MARINAS:

9 Q. Are you talking about California?

10 A. Sorry about that.

11 Q. Do you get to keep the sheet with you or --

12 A. Yeah.

13 Q. -- okay. So you keep it at the desk?

14 A. I'm sorry. I can include something on that. So on this --
15 on the sheet also what they have here. You have like a -- they
16 have lines to what -- it's designed to where you take it to
17 standup and you're able to fill it in, like the flow that's
18 happening at Atlanta and Charlotte, you get to put the arrival
19 rate, you know, what's going on there.

20 Q. Oh.

21 A. You get to just write some extra stuff so you can bring that
22 back from standup and have that with you too. So it's beautiful,
23 man. I wish all the centers did that. I thought all they -- all
24 of them did do that. I didn't know this was something that was

25 Q. Mm-hm.

1 A. Okay, I just thought they was just adding that onto the
2 centers, but it's -- it's definitely a good thing.

3 Q. Mm-hm, okay. And then going back to the checklist on the
4 newer scopes, the emergency checklist. Do you think that that's
5 easy and quick to get to?

6 A. That can probably be more efficient because they need to --
7 they have to tear it off and place it somewhere. So if a
8 controller didn't tear off, they would have to kind of fumble
9 through to find it. If it was something like on the keypad that
10 they just press a button or something like that or something
11 quick, one quick-type deal, it'd work a lot better.

12 Q. Yeah.

13 A. But they have to have it, like tear it off and put it there
14 like for the PRB checklsts --

15 Q. Yeah.

16 A. -- and stuff like that.

17 Q. Yeah.

18 A. But that's why we had it on the side, you know, so it's a
19 quick little visual that you can just take care of business right
20 there. It's a good tool to have.

21 Q. It's, yeah.

22 A. But you have to place it properly if -- for it to be helpful
23 to you.

24 Q. You have to click through several --

25 A. Right, right.

1 Q. -- things before you actually get to it.

2 A. Exactly, if you don't have it tore off on your -- saved on
3 your profile. So that's why I encourage folks to just go ahead
4 and just tear it off, but you can't. They gonna do what they
5 wanna do. They have access to it. You can't force them to do
6 that. But it's just more efficient, you know.

7 Q. Yeah. Well, there's that and then there's also the settings
8 change and you have to change your things often.

9 A. Right.

10 Q. And re-seat them, so.

11 A. Oh, you know.

12 Q. There's a lot of room --

13 A. Okay.

14 Q. -- there's a lot of room for messing that up or forgetting.

15 A. Right, right.

16 Q. Okay, that's -- that's it for me for now.

17 BY MR. CHAMBERLAIN:

18 Q. So in this particular event there was a -- low ceilings
19 reported, you know, (indiscernible) report, I guess they drew from
20 the airport. Do you all have a list of underlying satellite
21 airport phone numbers and managers, and direct access to all those
22 fields?

23 A. We have on the -- every area works a little bit different. I
24 notice in one, they have theirs like on a different spot or
25 something like that. But in our area, we have a list of the --

- 1 you're asking about the FBOs or?
- 2 Q. Yeah.
- 3 A. Right.
- 4 Q. There's like if you can contact the airport manager, the FBO.
- 5 A. Mm-hm.
- 6 Q. Like, here's your 24-hour access. Do y'all have anything
- 7 like that to -- at your stations?
- 8 A. It needs to be updated.
- 9 Q. Okay.
- 10 A. But we do have a list like that, glad you brought that up,
- 11 but it needs to be updated.
- 12 Q. Okay. Sometimes the reason I ask is sometimes streamlining
- 13 those if you having another area, you know where it's at.
- 14 A. Mm-hm.
- 15 Q. It's -- oh, located. Anyway, also if field conditions with
- 16 changing weather is an issue and you have somebody locally that
- 17 can tell you what sky looks like.
- 18 A. Mm-hm.
- 19 Q. That's a benefit.
- 20 A. Right.
- 21 Q. Didn't know if y'all had all access to even -- do you know if
- 22 you ahve approach control satellite airport numbers as well?
- 23 A. We do.
- 24 Q. Okay.
- 25 A. We do.

1 Q. Okay.

2 A. Yes, sir.

3 Q. All right, good deal.

4 A. We definitely have that, like those numbers didn't change, so
5 we got that right there.

6 Q. Okay.

7 A. Easy access.

8 Q. All right, thank you. That's all I have.

9 MR. SOPER: Okay. Karena, anything else?

10 MS. MARINAS: No.

11 MR. SOPER: I don't have anything additional right now. Do
12 you have any questions for us?

13 MR. STUKES: No, no. Pleasure meeting you guys.

14 MR. SOPER: Oh, you too.

15 MR. STUKES: Appreciate y'all.

16 MR. SOPER: I'm going to go ahead and stop this recording. I
17 show the time at 12:53.

18 (Whereupon, at 12:53 p.m., the interview was concluded.)
19
20

CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: MOONEY M20B FATAL ACCIDENT
 IN KELLYTON, ALABAMA
 ON DECEMBER 13, 2022
 Interview of Anthony Stukes

ACCIDENT NO.: ERA23FA087

PLACE: Atlanta, Georgia

DATE: January 12, 2023

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.



Suzanne Ventura
Transcriber