



Joshua Young  
Air Safety Investigator  
AS-ERA

**Date:** 11/12/2025

**Subject:** ERA24LA094, Gate Agent Interview

**Contact:** Sheryl Benites, Gate Agent on Shift, Southern Airways

Ms. Benites was interviewed by an FAA inspector and a summary of that interview was provided to the NTSB. The followings are excerpts from that interview:

Q: Did you have any interaction with the crew?

A: Yes. Asked pilot if deice, pilot declined. Ramper Julio Chavez called to inquire about deice, gate agent put on speaker with crew right there, pilots declined deice.

Q: What were the discussion or going on when talking to the PIC at the aircraft?

A: The gate agent also states that she noticed ice on the other plane (Bradford plane) that was on the ground LESS time than the incident plane. BOTH crews declined deice procedures. Gate agent states it was snowing heavy that day while planes were on the ground. Gate agent states there was not a ground icing event called.