

Miami Air International
Jacksonville, Florida
May 3, 2019
DCA19MA143

**NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C.**

ATTACHMENT 4

RECORD OF CONVERSATION – TERMINAL DIRECTOR

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Conversation of record: Briant Becote, Terminal Director, Naval Air Station – Jacksonville (NAS-JAX)

Date: May 6, 2019

He stated that following the accident he took responsibility for passenger count.

He indicated the GTMO access is more controlled and passengers vetted using an Air Force generated product “GATES”.

Passengers were classified into two primary groups, those with confirmed reservations and then those traveling Space A (military space-available flights). Those with reservations have a confirmed seat and are booked through DTS (Defense Travel System) and SATO. Reservations are made via the military organization and can include contractors. Navy uses a Travel Agency, CTO.

Those wanting to utilize Space A will purchase their tickets day for flight at counter. Space A travelers are boarded according to an assigned category. He provided a brochure detailing the seven categories.

Manifest are created using “GATES” with the passenger information received from Military ID (active) or passports. The close out report prior to departure includes copies of manifest with seat indications.

The ticket office and passenger gate are handled by contractor, Onvoi. We spoke with Angela Viera from Onvoi. She has worked at both GTMO (starting 2016) and now NAS-JAX. She explained the codes used on the manifest for flight 293 on May 3, 2019.

He indicated that when he arrived on night of accident, two counter employees Gail and Priscilla had pulled copy of manifest. He then took responsibility to confirm passenger count.

There are no lap children, military requires seat for everyone.

There was response from U S Customs to clear passengers

Some passengers went to hospital.

Very positive feedback given the inconvenience; people were calm and composed.