



National Transportation Safety Board

Office of Aviation Safety – Central Region

Interview Summary: Guide Agent – CEN15IA337

Date: August 13, 2015

Location: Denver International Airport

Interviewers: Jennifer Rodi NTSB, Denver, Colorado

Erin Carroll Southwest Airlines, Dallas, Texas

Interviewee: Davis S. McCormack

Chad Martin – Representative

During the Interview, Mr. McCormack stated the following:

Mr. McCormack was a wing walker with Southwest Airlines (SA) and had been with the company for 1.5 to 2 months. He had just finished training and the event shift was his first shift out of training. Prior to working for SA he worked at United Express as a ramp agent for 5 years and a train conductor for BNSF.

On the day of the event, Mr. McCormack had been on shift for about an hour – it was his first push for the day. His normal shift was 1630 to 0100. He stated that he had the 4 previous days off from work. He was properly rested, had no stress or distractions, and no medical issues.

Just prior to the pushback he was wearing a red head set and did not experience any problems with it. He heard the pilot give the clearance for pushing back. He observed a driver behind the airplane on the vehicle service road (VSR) and he held the push back until that vehicle was clear. He did see the provisioning truck on the other side of the airplane but assumed it was outside of the safety zone as the gate lead had completed the walk around.

During the pushback he was on the far side of the airplane relative to where the provisioning truck was. He stated he was 100 feet or more away.

He stated that he had seen the provisioning truck as he was coming out to start the push. He watched the gate lead complete the walk around and walk past the truck. The gate lead (tug driver) announced that the walk around was complete and the area was clear. During the pushback the airplane stopped and he looked under the airplane and observed the provisioning truck on its side.

Mr. McCormack stated that there were no issues with his training. He stated that his responsibilities as a wing walker included examining the airplane for damage or issues, watching for vehicles on the VSR, and ensuring that the area remained clear during the push. He stated that he was responsible for both sides of the airplane even though he was only on one side. He stated that two wing walkers may have been beneficial and prevented this occurrence.