



National Transportation Safety Board

Office of Aviation Safety – Central Region

Interview Summary: Provisioning Agent – CEN15IA337

Date: August 13, 2015

Location: Denver International Airport

Interviewers: Jennifer Rodi NTSB, Denver, Colorado

Erin Carroll Southwest Airlines, Dallas, Texas

Interviewee: Dean E Shielly

George Thornburgh - Representative

During the Interview, Mr. Shielly stated the following:

Mr. Shielly was a provisioning agent with Southwest Airlines (SA) and had been with the company for 7 years. He started as a ramp agent and transferred to provisioning in May of 2014.

On the day of the event, Mr. Shielly had been on shift for 3 hours – he had started his shift at 1500. This was his 4th flight of the day – he was servicing the airplanes coming into gate 26.

When Mr. Shielly parked his provisioning truck he parked it facing gate 26 – the tail of the truck towards gate 28. He stated that the truck was in neutral and the parking brake was set. He arrived at the gate around 1751- the same time that airplane was scheduled to arrive at gate 26. He called at 1759 to find out where the airplane was and the airplane for gate 26 started pulling into the gate just after 1800.

Mr. Shielly had no communications with the ground crew at gate 28 – no one approached him to move his provisioning truck. When the airplane struck his truck, it sounded as if it struck on the box or passenger side of the truck. He stated that the truck rolled onto the driver's side – he was wearing his seatbelt at the time the truck started to roll. As he realized what was happening, he unstrapped his seatbelt and moved to the point he was standing on the driver's door when it stopped. He was not injured during the rollover.

Routinely Mr. Shielly parked his truck with the front bumper right on the red and white line to wait for the airplane to pull in. This allowed him to pull his truck right up to the airplane to start work as there was always a lot of pressure to move quickly.

He stated that the trucks are large and there was not a lot of space for the trucks – he imagined that the back of his truck was likely not clear of the adjacent safety zone. He stated that he had never been told to remain clear of a safety zone – just to move if someone asked him to move.