

**NATIONAL TRANSPORTATION SAFETY BOARD**  
Southwest Regional Office - Aviation  
Gardena, CA 90248

March 9, 2000

**WITNESS GROUP**  
**CHAIRMAN'S FACTUAL REPORT OF INVESTIGATION**

**A. ACCIDENT:**            **DCA-00-MA-030**

**Location:**            Burbank-Glendale-Pasadena Airport, Burbank, California  
**Date:**                March 5, 2000  
**Time:**                1811 Pacific Standard Time (PST)  
**Aircraft:**            Boeing 737-300, N668SW

**B. WITNESS GROUP**

**Chairman:**            Tealeye Comejo  
National Transportation Safety Board  
Gardena, CA

**Member:**             Frank Del Gandio  
Federal Aviation Administration  
Washington, DC

**Member:**             Gerald H. Bradley  
Southwest Pilot's Association  
Captain  
Dallas, TX

**Member:**             Dennis Keller  
Southwest Check Airman  
Captain  
Dallas, TX

**C. SUMMARY**

On Sunday, March 5, 2000, approximately 1811 PST, a Southwest Airlines Boeing 737-300, operating as flight 1455 from Las Vegas, Nevada, overran the departure end of runway 8 while landing at the Burbank-Glendale-Pasadena Airport, Burbank, California. The airplane traveled through a fence and came to rest on a highway outside the airport perimeter. There were no fatalities to the 137 passengers and 5 crew aboard. Flight 1455 was operating as a regularly scheduled domestic passenger flight which originated in Las Vegas, and was scheduled to terminate at Burbank.

Following formation of the Witness group, interviews were conducted at the airport over a 2-day period following the accident. Eighteen witnesses were interviewed, and each interviewee had the opportunity to provide a signed written statement. Attempts were made to identify witnesses at the cargo facilities on the south side of the airport. However, because the accident occurred on a weekend night, personnel were not present. Operations are suspended on the weekend starting at 0900 on Saturday and resume on Monday morning.

## **D. DETAILS OF THE INVESTIGATION**

The following is a brief description of events from the perspective of the ground witnesses:

### **1.0 Ground Witnesses:**

#### **a. Fixed Base Operator located at the approach end of the runway:**

Two witnesses, who were located in the lounge at Mercury Aviation at the time of the accident, stated that they observed the accident aircraft through a large glass window. Mercury Aviation is located near the 1,000-foot runway marker (the runway marker sign indicates 5,000 feet of available landing distance remaining). The witnesses stated that the landing gear was not in contact with the runway as it passed their location. They thought this was unusual because they routinely watch airplanes land and observed that most of them touched down abeam their building.

A witness located at Media Aviation, midway between the 2,000-foot runway marker (the runway marker sign indicates 4,000 feet of available landing distance remaining) and the 3,000-foot runway marker (the runway marker sign indicates 3,000 feet of available landing distance remaining) near the fire station, stated that all three landing gear were on the runway prior to the aircraft reaching the intersection of runway 8/15. He further stated that he did not see the reversers or spoilers deployed and did not hear reversers being deployed during the accident sequence.

#### **b. Ground Personnel at the departure end of the runway:**

One witness, located at Aircraft Service International Group (ASIG), reported that the airplane made an S-turn to the right on final approach, and then landed. He believed that the airplane was going to takeoff again after it touched down because it was moving very fast. He heard the brakes engage around gate A3 and thought it was going to make a quick right turn towards the last gate at the terminal and turned away to go back into the office. He then heard a loud bang and saw that the airplane had collided with the blast fence.

Other witnesses working at the Southwest Airlines ramp area reported that the airplane's speed relative to their varied positions at the ramp area appeared to be excessive. They did not believe that the airplane would be able to stop by the time it reached the end of the runway. Their attention was initially captured by the sound of the thrust reversers being deployed. The reversers sounded louder than what they were accustomed to hearing during their work shifts. None of the witnesses were able to determine whether the spoilers were deployed.

All of the witnesses near the runway's departure end reported hearing heavy braking near gate A3, and described it as the wheels being "locked up, as in the way a high speed car stops." Witnesses could not verify whether the wheels were turning, but did say that the airplane began skidding and sliding as it passed gate A7 until it struck the blast fence. Witnesses reported seeing something that resembled smoke or mist emanating from the tires.

#### **c. Ground Witness on Hollywood Way:**

A Witness located at the Chevron Station, outside the airport environment, reported hearing a loud bang and saw the airplane coming through the blast fence. He saw passengers exiting the airplane, and then saw ARFF and airport personnel assisting with the evacuation.

### **2.0 Weather Observations:**

Witnesses reported that it had been raining off and on throughout the day, but that it had not rained for about an hour prior to the accident. Runway conditions were described as basically

moist to dry, with patches of moisture on it. Witnesses further stated that a tailwind existed prior to the airplane landing on the runway.

### 3.0 Emergency Response:

Personnel from the Burbank-Glendale-Pasadena Airport Authority, saw the accident airplane passing through the runway intersection of 8/15 at a very high rate of speed at 1811. They made a phone call to the Airport Rescue/Fire Fighting (ARFF) duty officer prior to the airplane colliding with the blast fence. ARFF personnel arrived on-scene at 1812. ARFF personnel, along with Southwest and Airport Authority personnel, assisted with the evacuation of the passengers. Airport Authority personnel then relocated the passengers to a secure building on the airport.

### 4.0 Miscellaneous Observations:

A Southwest Airlines contract maintenance facility, Burbank Air Services, located on the airport, received a fax from the Southwest Airlines Maintenance Control Department, Dallas, Texas, requesting that they disconnect the main battery and remove and quarantine the Flight Data Recorder (FDR) and Cockpit Voice Recorder (CVR). ARFF personnel stopped the removal of the FDR and CVR, and secured them until the Safety Board arrived on-scene. The FDR and CVR were then shipped to Washington, DC, for read-out by Safety Board personnel.

During an interview with a Southwest Airlines ramp agent, he expressed a belief that this airplane may have been involved in a lightning strike during takeoff from McCarran International Airport, Las Vegas, Nevada. He recalled that the event occurred in the month prior to the accident (February), but could not recall the exact date. Further investigation revealed that N686SW was the airplane involved in the lightning strike incident and not the accident airplane, N668SW.

Information was made available to the group that an Alaska Airlines flight crew may have witnessed the latter part of the accident as the airplane was progressing through the blast fence. Further investigation revealed that Alaska Airlines had a flight that departed an hour prior to the accident, and a flight that departed an hour after the accident. There were no flight crews at the airport during the time of the accident. Afterwards, Alaska Airlines was asked to canvas their crews if anyone may have been in the area; they reported that none of the flight crews witnessed the accident.

The witness group did not conduct interviews with or participate in the Operations Group interviews of the accident flight crew, cabin crew or passengers, or the flight and cabin crew of the preceding flight who responded to the accident site.

## ATTACHMENTS

<u>DESCRIPTION</u>	<u># PAGES</u>
<b>SUMMATION OF INTERVIEWS</b>	<b>2</b>
<b>LIGHTING STRIKE INFORMATION</b>	<b>1</b>
<b>WITNESS LOCATION MAP LEGEND</b>	<b>3</b>
<b>WITNESS INTERVIEWS (SIGNED)</b> <i>18 total pages</i>	
<b>MERCURY AVIATION</b>	<b>2</b>
<b>MEDIA AVIATION</b>	<b>1</b>
<b>AIRPORT AUTHORITY OPERATIONS DEPARTMENT</b>	<b>2</b>
<b>SOUTHWEST RAMP AGENTS</b>	<b>7</b>
<b>AMERICA WEST RAMP AGENTS</b>	<b>2</b>
<b>AIRCRAFT SERVICE INTERNATIONAL GROUP</b>	<b>2</b>
<b>CHEVRON STATION</b>	<b>1</b>
<b>BURBANK AIR SERVICES</b>	<b>1</b>

Total Pages                **24**

**WITNESS GROUP  
SWA ACCIDENT FLIGHT 1455**

The witness group organized on the morning of March 7, 2000 under the leadership of Investigator Tealeye C. Cornejo. After a brief introduction and discussion of desired information required, the group proceeded to canvass the Burbank Airport, seeking witnesses of Southwest Flight 1455's approach, landing, and subsequent impact of the runway 8 blast fence on March 5, 2000 at approximately 18:10 PST.

Fourteen witnesses, were located who were employed at the Burbank Airport and who had eye witness accounts of either a portion or all of the approach, landing, and impact with the blast fence.

In addition to the eyewitness accounts, four of the witnesses interviewed responded immediately, proceeded to the crash sight and assisted in the emergency evacuation of the aircraft passengers and crew.

The following is a list of the witness names, company, job title, and approximate locations on the Burbank Airport at the time of the accident in order of interview.

1. Mr. John Palmer	Southwest Airlines	Customer Service Agent	Baggage Ramp
2. Mr. Reggie Reuben	Southwest Airlines	Operations Agent	Gate Six
3. Mr. Daniel Harris	Southwest Airlines	Ramp Agent	Baggage Ramp
4. Mr Paul Herrera	Burbank Airport	Operations Coordinator	Old Tower
5. Mr. Richard Maggio	Burbank Airport	Operations Supervisor	Ops Room
6. Mr. Norman Durazo	America West	Ramp Agent	Gate Five
7. Ms Linda Douglas	America West	Ramp Agent	Gate Five
8. Mr Ron Delaney	ASI	Fuel Agent	Gate Six
9. Mr. Shannen Brown	Southwest Airlines	Ramp Agent	SW Operations
10. Mr. Arnold Carrera	ASI	Lead Fuel Agent	ASI Fuel Depot
11. Mr. John Kitchen	Media Aviation	Fuel Agent	Media Aviation
12. Ms. Elsy Lopez	Mercury Aviation	Customer Service Agent	Mercury Aviation
13. Ms Lynette Ashby	Mercury Aviation	Line Technician	Mercury Aviation
14. Mr. Hadi Golian	Checker Taxi	Driver	Hollywood Way

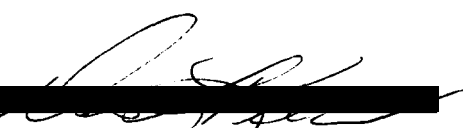
**BULLET POINT SUMMATION OF EYEWITNESS ACCOUNTS**

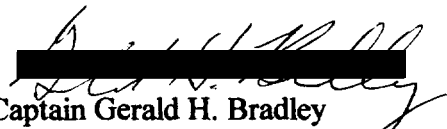
- ◆ All witnesses but one commented that the aircraft's speed for its position on the runway appeared to be excessive.
- ◆ All witnesses except one commented on the increased engine thrust reverse noise.
- ◆ Most witnesses reported that they had concerns that the aircraft would not be able to stop by the end of the runway
- ◆ All witnesses but one reported various types of moisture conditions on the ramp and runway.

**BULLET POINT SUMMATION OF EYEWITNESS ACCOUNTS  
(CONTINUED)**

- ◆ A manager for Mercury Aviation stated that he had seen patches of moisture on the runway prior to the accident.
- ◆ Some witnesses reported observing tail winds for the landing runway prior to the accident.
- ◆ Eleven witnesses could not recall having seen spoilers deployed on top on the wings. This question was almost always asked in terms of (“panels standing up on top of the wings”).
- ◆ Only one witness reported viewing the aircraft on final approach. In addition the witness reported seeing the aircraft make one S-turn
- ◆ Four witnesses reported seeing the aircraft heavy braking. These witnesses used terms such as (“Locked wheels”) (“Sliding “) (“Skidding”) (“as in the way a high speed car stops”).
- ◆ Several witnesses reported (“Smoke”) or (“Mist”) trailing from the tires during braking.
- ◆ Seven witnesses reported seeing the aircraft impact the blast fence.
- ◆ Six witnesses reported seeing the aircraft turn to the right before impact
- ◆ Most witnesses placed the point of touch down as (“even with the fire house”) or (“prior to the intersection of runway 15/33-8/26”).
- ◆ Two witnesses reported that the aircraft was still slightly airborne abeam Mercury Aviation Operations.
- ◆ One witness at Media Aviation reported all three landing gear on the ground abeam the 3,000 foot remaining marker but no reverse noise.

This witness group did not interview the accident pilot crew, the accident flight attendant crew or any accident passengers. Neither did this group interview the pilot crew of the proceeding landing or pilots who responded immediately to the crash and assisted in the evacuation of the passengers and crew. As witness group members we do not know whether these pilots witnessed the approach, the landing or the impact.

  
Captain Dennis L. Keller  
Southwest Airlines Company  
Witness Group Member

  
Captain Gerald H. Bradley  
Southwest Airlines Pilots Association  
Witness Group Member



SOUTHWEST AIRLINES

ACN: 686



DATE 3 MAR 00

804340

CAPT:	FLT.	FROM	TO	OUT	IN	MINS	OFF	ON	MINS	MAX T/O	POS	QTY	STA	FLT	EMP/A&P NO
KANKEL, B 23730	1215	OAK	BUR	1555	1654	0+59	1601	1652	0+51						
F/O: SOSTUN, G 43463	610	BUR	LAS	1745	1840	0+55	1754	1837	0+43	X					
OBS:	610	LAS	RNO	1905	2016	2+11	1925	2013	0+48						
OBS: Callaher, B WN LAS END	610	RNO	PDX	2035	2152	1+17	2041	2149	1+08						
TERMINATING OIL	886	PDX	OAK	2207	2339	1+32	2216	2335	1+19	X					
1: 3.6 2: 3.5	886	OAK	LAX	0022	0136	1+14	0032	0132	1+00						
TOTAL CYCLES OTHER THAN T/O															
TOUCHWOOD	FULL STOP	GO AROUND													

(MCCU) ENGINE OIL ADDED (QUARTS)	
1	
2	
APU	
1	
2	
APU	

(CCZA) TIRE PRESS CHECK	

(MCDIS) TYPE	PDIS	MDIS	ACN	686	DIS NO.	804340	DAY	03	MON	2003	YR	00	CREW DEFERRAL	N/A
ATA	0553	FLT	1215	STA	BUR	EMP. NO. OR A&P NO. IF NON SWA EMPLOYEE							23730	
DISCREPANCY	LIGHTNING STRIKE ON DECAT INTO BUR. LOWER RT SIDE RADAR - RADAR: AERONICS WORK OK.													

TYPE DEFERRAL (CIRCLE ONE)	MEL	CDL	TLD	PL	BP	OH	FACT	DAY	03	MON	MAR	YR	00
ATA	0553	FLT	1215	STA	BUR	HGS STATUS "CAT" (CIRCLE ONE)	I	III	N/A				
ACTION TAKEN	INSPECT AIRCRAFT PER LIGHTNING STRIKE CONDITION CHECKLIST REF: DG-51-27-2 NO DAMAGE NOTED												
MECHANIC	AP		RM (y,n)	N	INSPECTOR								
IF DEFERRED ENTER THE FOLLOWING ESTIMATES TO FIX DISCREPANCY										PERSONNEL		DOWN TIME	

POS	TAG NO.	PN OFF	SN OFF	PN ON	SN ON
POS	TAG NO.	PN OFF	SN OFF	PN ON	SN ON

ENTERED INTO WIZARD BY EMP NO.



AIRWORTHINESS RELEASE	
CERTIFIED AIRWORTHINESS PER CFR 121.700 AND SWA BPM	
MECHANIC SIGNATURE	A&P NUMBER
<i>[Signature]</i>	AP
DATE	TIME
3-3-00	1640
STATION	BUR
(CIRCLE) TYPE MAINTENANCE ACCOMPLISHED	
SC	A B C (OTHER)
	Lightning Strike Condition

LOG NO.	804340															
ENGINE MONITORING DATA		MON	DAY	Y	G.M.T.	GROSS WT.	PRESS ALT	T.A.T.	MACH	I.A.S.	S.A.T.					
(MCCJ)	ACN															
	EPR	N1	EGT	N2	F/F	OL TEMP	OR PRES	ENG BLEED	A/C VALVE	ISO VALVE	ENGINE AI	WING AI				
1																
2																

\*\* TOTAL PAGE: 002 \*\*

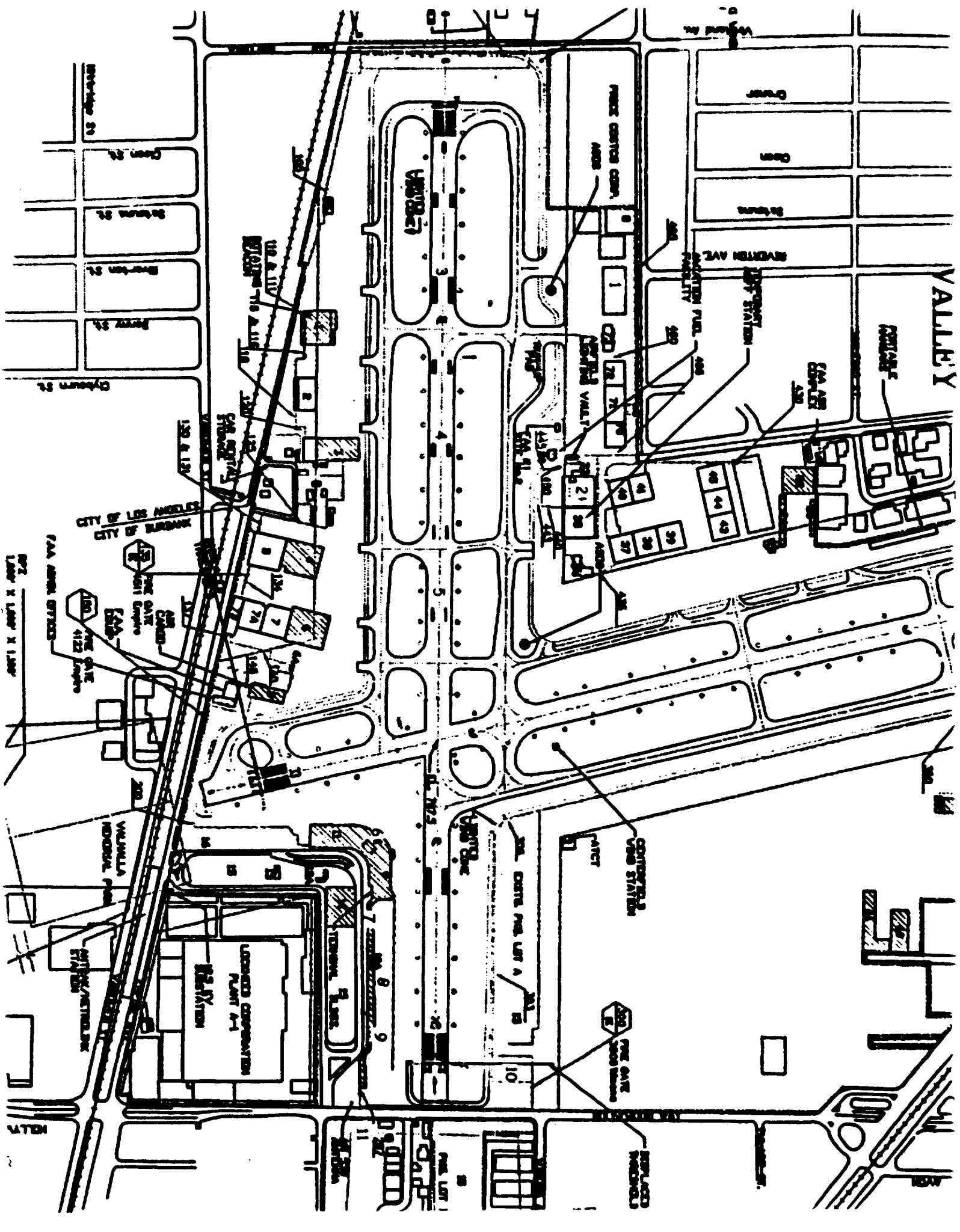
PAR 8:00 11:35 FR SWA QUALITY CONTROL 214 792 5944 TO 918198409159

P. 02/02





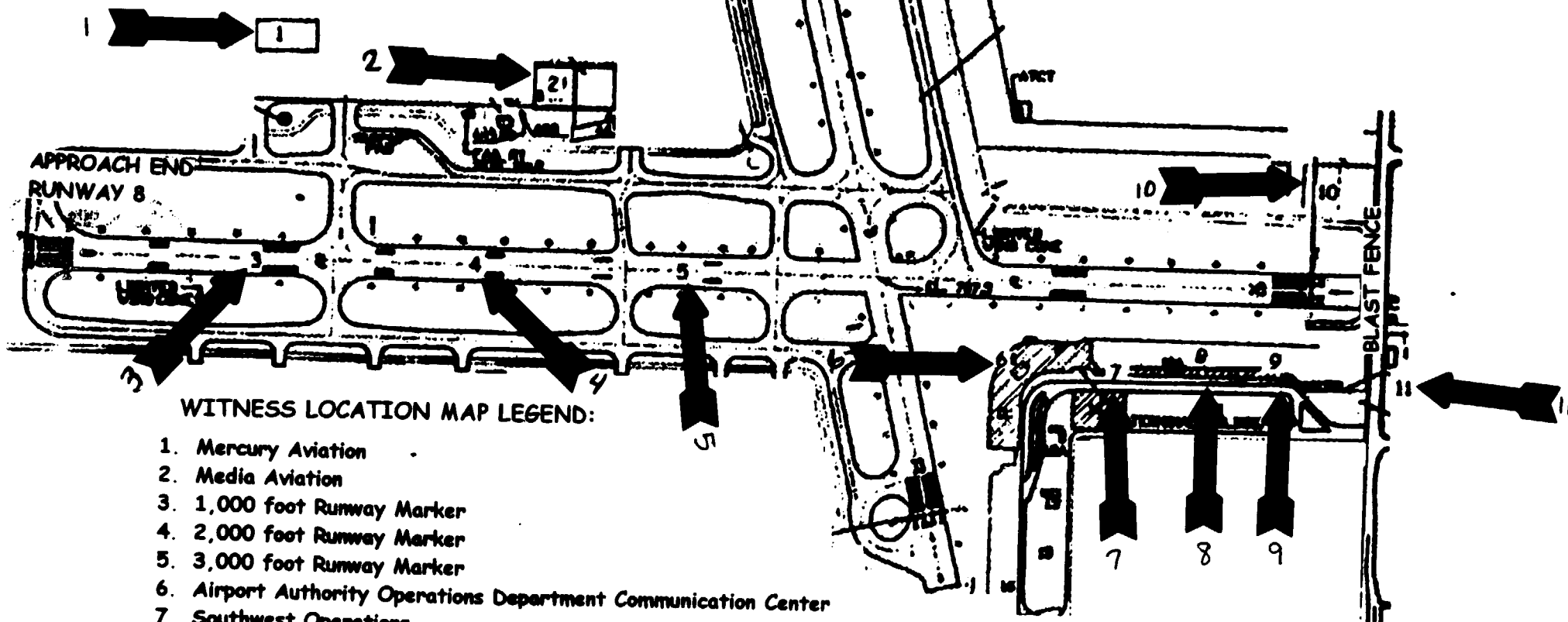
**VALLEY**



40' X 100' X 100' X 100'

10' X 10' X 10' X 10'

**BURBANK-  
GLENDALE-  
PASADENA  
AIRPORT**



**WITNESS LOCATION MAP LEGEND:**

1. Mercury Aviation
2. Media Aviation
3. 1,000 foot Runway Marker
4. 2,000 foot Runway Marker
5. 3,000 foot Runway Marker
6. Airport Authority Operations Department Communication Center
7. Southwest Operations
8. Ramp/Gate Area
9. Ramp/Gate Area
10. Aircraft Service International Group
11. Chevron Station

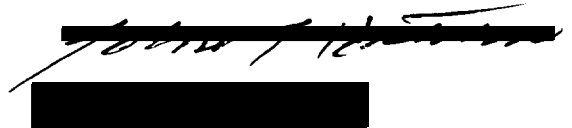
March 09, 2000

On Sunday, March 05, 2000 at approximately 18:15, I was standing in the Media Aviation ready room at Burbank Airport. At that time, I was looking to the south/south east when I observed a Southwest Airlines 737 landing on runway #8. It came into my view halfway between marker #3 and the intersection of runways #8 and #15/33, and proceeded east bound at an exceedingly high rate of speed, which I would estimate to be close to if not in excess of 100mph.

I then ran out onto Media's ramp and observed the aircraft at the far east end of runway #8 raising a cloud of smoke or dust, and could see both engines experiencing compressor stalls with fire being emitted from both engines. I then observed the tail of the aircraft swing to the left and my view was blocked by the dust or smoke rising from the 737.

When the 737 passed my initial view point the nose and main tires were in contact with the runway, and in the short time I had a good view of it I did not detect the reversers or spoilers to be deployed. The weather conditions at 18:15 were dry, although earlier in the afternoon there had been some sprinkles, but they had ceased at about 17:00.

Yours cordially:  
John J. Kitchen  
Media Aviation



P.S - At no time to the best of my recollection did I hear the reversers being applied, even though I may have been upwind of the aircraft.

Richard Maggio  
3-7-2000

### Alert III Statement

On March 5<sup>th</sup> 2000, I observed a Southwest 737 execute a landing roll on Runway 8 at a high rate of speed. My view was from The Burbank Room, located in Building 10 at The airport. The aircraft appeared to have all gear touching the runway as it rolled from the runway 8-15 intersection. The aircraft was travelling at a much higher rate of speed than <sup>what</sup> is normally observed for a 737 landing on Runway 8. When I approached accident scene I observed major damage to the Runway 26 blast fence and the aircraft on Hollywood way. At the time of my arrival, Passengers were egressing through the left rear of the aircraft toward the emergency chute. On my initial drive to the accident scene I immediately closed RNWY 8. The only injured party that I observed on the scene was the pilot that had a wound on his head. The conditions of the Runway appeared to be dry at the time of the accident. Approximately 1 hour prior to the accident I observed

The centerfield windcock indicating  
a tail wind for Runway 8. The  
sack was not pointing directly  
horizontal but was higher than  
normal.

3/7/00

On the 5<sup>th</sup> of March I was helping on a flight at gate "6" when I heard 1455 flight call in range to come into Burbank. After 10-15 min later I hear 1455's thrust reversers come on and they stayed on longer than I have heard them, then all of a sudden the reversers were still on and very loud. For a moment I thought that we had a 737-200 aircraft landing. When the aircraft reached gate "6" I saw it was 737-300. I saw that the aircraft was trying to come to a stop the Captain was trying real hard to come to a stop ~~and~~ and he started to bank right and as the aircraft and the Captain banked right the aircraft started to skid at the same time. The Captain was trying real hard to turn the aircraft so it would not hit the blast fence but he could not avoid it. The wheel I saw was that the engine on the first officer side hit the blast fence and scratched it and sparks started to come out and shreds of the blast fence started to come out the back of the engine head 3 booms from that same engine then the engine shut itself off and the aircraft at the same time went ~~off~~ out on the street "HOLLYWOOD WAY". I started to run toward the crash site to help anyone who needed my help. It ~~is~~ had rained earlier and the runway was a bit wet. I saw the emergency exit door on the first officer side open and passengers started to come out. I then helped them out and made my way to the other side of the aircraft and saw the other emergency exit door open and saw all of the passengers started to come out. I reached over to them and gave them my assistance and helped them off. The escape slide on the Captain's side deployed but not properly because there was a light pole

blocking it from being deployed fully. so we deflated the slide. helped them off the aircraft. Just after that the burbank fire department came to the site and instructed us to step away from the aircraft. I then saw contract maint come out to disconnect the batteries of the aircraft. and I saw someone holding a bright orange rectangular box. which turned out to be flight data recorder. After that we were told to leave the crash site.

REGINALD REUBEN JR

CANOGA PARK, CA 91304



REPORT OF IRREGULARITY

Reporting Station BUR Date of Report 3-8-00 Date of Irregularity 3-5-00
Flight No. # 1455 Ship No. # From LAS To BUR
Nature of Irregularity CRASH OF 1455

If this is about a fellow Employee, have you discussed it with him/her? YES [ ] NO [X]

Detailed Explanation I HAD JUST GONE ON BREAK FROM THE TICKET COUNTER AND WAS EXITING OUT THE CSA BREAK ROOM DOOR TOWARDS T-POINT AS I WITNESSED AN INCOMING FLIGHT PASS AT AN UNUSUALLY HIGH SPEED. I RAN TOWARDS THE RUNWAY TO WITNESS IF THE PLANE WAS GOING TO BE ABLE TO STOP SHORT OF THE BLAST FENCE. I SAW A HUGE WATER SPRAY FROM THE PLANE AS THE REVERSE THRUSTERS WERE SCREAMING TO SLOW THE PLANE. I ALSO SAW SOME WHITE SMOKE FROM THE TIRES SKIDDING DOWN THE RUNWAY. AS THE PLANE APPROACHED THE END OF RUNWAY 8 IT VEERED OFF TO THE RIGHT AND CRASHED THROUGH THE BLAST FENCE. THE PLANE APPEARED TO BE INTACT PRIOR TO IMPACT WITH THE BLAST FENCE. I JUMPED ONTO A NEARBY TUG ALONG WITH A RAMP AGENT AND SHE DROVE US TO THE ACCIDENT SCENE. MY FELLOW AGENTS AND I PROCEEDED THROUGH THE WRECKAGE AND ASSISTED PASSENGERS DOWN THE INFLATABLE SLIDE, MOVED SOME FENCE DEBRIS TO PROVIDE A THOROUGHFARE FOR PASSENGORS TO GET A SAFE DISTACE FROM THE PLANE, AND CAUGHT SOME PASSENGORS WHO WERE TRYING TO JUMP FROM THE WINGS. WE THEN PROVIDED BLANKETS FOR THE PASSENGORS AND STAYED WITH THEM UNTIL THEY WERE REUNITED WITH FAMILY AND FRIENDS BACK AT THE TERMINAL SKYROOM.

cc: Herb Kelleher

Report Submitted By: Kimberley Hadden 46612

Station Manager



REPORT OF IRREGULARITY  
FLT. 1455 A/C N668SW  
MARCH 5, 2000  
REPORTED BY:  
SHELLEY POWELL-EMP#19850

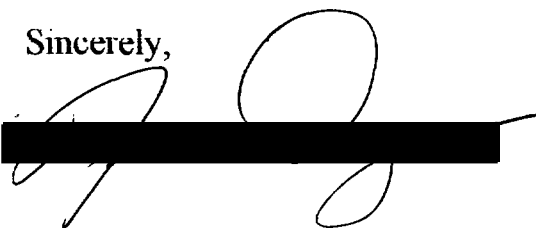
ON THE NIGHT OF SUNDAY, MARCH 5, 2000 AT APPROXIMATELY 18:10 I WALKED INTO OPERATIONS AND WAS LOOKING OUT THE WINDOW WHEN I SAW AIRCRAFT N668SW GO BY. THE AIRPLANE WAS HEADING EAST ON RUNWAY 8 AT A RATE OF SPEED THAT ALARMED ME. I SAID TO OPERATIONS AGENT SHARISE HODGES, "OH MY GOSH THEY ARE HAVING THE PLANES TAKEOFF TO THE EAST." SHE SAID, "NO THEY AREN'T." WE IMMEDIATELY FOCUSED THE CAMERA ONTO THE RUNWAY AND WATCHED THE AIRPLANE CONTINUE PAST GATE FOUR AND DOWN THE RUNWAY, THROUGH THE BLAST FENCE AND ONTO HOLLYWOOD WAY. I SAW A LARGE CLOUD OF WHAT APPEARED TO BE SMOKE, WHICH LATER I DETERMINED WAS DIRT. I ADVISED THE OTHER OPERATIONS SUPERVISOR BOB BEAL AND HE HEADED TO THE SCENE. I MADE A PHONE CALL TO DISPATCH TO ALERT THEM, and THEN I WENT TO THE SCENE. AT THE SCENE, THE AFT DOOR WAS AJAR AND PASSENGERS WERE EVACUATING VIA THE EMERGENCY SLIDE. I ASSISTED WITH THE EVACUATION IN THE AFT AND THEN HELPED WITH THE EVACUATION AT THE OVERWING EXIT ON THE CAPTAIN'S SIDE. I THEN CONFIRMED WITH THE FLIGHT ATTENDANT HER FLIGHT NUMBER AND NUMBER OF PASSENGERS ON BOARD. I GATHERED AS MANY SOUTHWEST UNIFORMED PEOPLE I COULD AND HAD THEM FORM A BARRIER AROUND THE AIRPLANE TO KEEP SPECTATORS AT A DISTANCE. THE CAPTAIN THEN APPEARED IN THE FRONT DOORWAY, STANDING ON HIS FEET, ALTHOUGH APPEARING TO BE IN A DAZE. HE HAD BLOOD ON THE FRONT AND ARM OF HIS SHIRT, ON HIS TIE, ON HIS FACE AND HEAD AND WAS HOLDING A WHITE CLOTH OR NAPKIN TO HIS HEAD. MYSELF AND OPERATIONS SUPERVISOR BOB BEAL CONVERSED AND DECIDED HE WOULD STAY AT THE SCENE AND I WOULD RETURN TO OUR OPERATIONS DEPARTMENT TO HEAD UP THE REMAINDER OF OUR EMERGENCY PLAN.

March 07, 2000

Dear , N.T.S.B

I, Norman Durazo an employee of America West Airlines was in the operations room at gate A5 waiting for AWA 2476 to land. When I saw a Southwest 737 passing our gate at a high rate of speed. I ran out of ops to see what was going to happen. I didn't see the crash because a Southwest 737 at gate A6 obstructed my view. Then I ran and opened the gate door and told my supervisor to call 911. Southwest employees were running to the crash site. So I returned to gate A5 for AWA 2476.

Sincerely,

A handwritten signature in black ink, appearing to be 'Norman Durazo', is written over a thick black horizontal redaction bar.

Norman Durazo

America West Ramper #S18271

Phone [REDACTED]



TO: Burbank Air Services

FROM: Rick Cawthon, Manager Maintenance Control

DATE: March 7, 2000

SUBJECT: A/C N668SW

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On the night of March 5<sup>th</sup>, 2000, Burbank Air Services was called on to assist with our damaged aircraft at Burbank Airport. Ruben Piranian was instructed by the Southwest Airlines Maintenance Control Department to assist the fire department. The instructions given were to disconnect the main aircraft battery and to remove and quarantine the flight data and voice recorders. These tasks were accomplished and the recorders were held until being surrendered to the N.T.S.B.

If we may be of further assistance please call.

**RECORD OF INTERVIEW  
MR. HADI GOLIAN  
TAXICAB DRIVER - CHECKER**

Mr. Golian stated that he was parked at the Chevron station. The cab and van drivers use this area as an over flow for airport pick-ups and drop-offs. He stated that he had been sleeping at the time of the occurrence. Mr. Golian reported hearing a loud noise that startled him out of his sleep. He struck his head on the plastic partition that separates the driver from the passengers. He thought he was dreaming because he saw this large airplane in front of him. He attempted to go back to sleep. Mr. Golian kept hearing loud noise and opened his eyes and saw that he wasn't dreaming.

He saw people exiting the airplane, but someone from the Fire Department told him he had to evacuate the area, so he did not help with the evacuation of passengers.

me and apollo yap were on the lil porch in the office waiting for a swa that was supose to land. As the plane got closer to the airport it did not look right it was not coming down the run way as usual. when it started to come down for landing it seemed to me that it was to late to land the plane. as i look at it i thought the pilot was going to to take off again but he did not. when i heard the breaks go on i thought that he was going to make a close stop to blast fence that when i walked away and went into office right as i took one or two steps into office that when i heard the bang and i ran out and seen the plane on hollywood way.

Carson Arnold



## **AIRCRAFT SERVICE INTERNATIONAL GROUP**

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March 8, 2000

Statement from Mr. Ronald DeLaney concerning the crash of Southwest Airlines flight 1455 on Sunday March 5, 2000, at approximately 6:10pm.

I was pre-staged on gate A-6 waiting to fuel Southwest Airlines flight 1455 as it was the next flight on my schedule, when I noticed that the aircraft was landing to far down the runway. I saw it touch down somewhere between the BGPA Fire Department and the Control Tower and I thought it was going to pull up and try again but the aircraft kept on going. After it had touched down I noticed that it was going way to fast. I saw the aircraft tires smoking between gates A3 – A4 and I knew it was skidding. I guess the captain tried to turn at gate A7 as I noticed the airplane slow down but he did not make it and crashed through the blast fence.

I then ran from where I was parked at gate A6 to the scene of the accident and I noticed that there were lights on in the car that the airplane hit. I then told one of the Southwest agents to turn the ignition switch off. I then proceeded to go around the nose of the airplane to the left wing. When I got there I noticed that the emergency door over the left wing was open and that passengers were coming out of the emergency exit on to the wing. I then started helping passengers that were sliding off of the wing to the ground below. I also helped passengers coming down the slide at the rear exit door.

After about 8 – 10 minutes the BGPA Fire Department arrived and took over.

A handwritten signature in black ink, which appears to read 'Ronald DeLaney', is written over a thick black horizontal line.

Mr. Ronald DeLaney  
ASIG Agent / Fueller

Linda Douglas  
Canyon Country  
91357

(home)

I first saw the A/C at about  
the intersection then touch down  
about S.W. bag loading.  
S.W. A/C went by real fast  
as I ran down to about gate  
7, 8. S.W. A/C slid  $\frac{1}{4}$  turn about  
gate 9 and then went out  
wall sideways. The ground was  
still wet, but not raining.  
It appeared like the wheels  
locked up as he slid.

~~Linda Douglas~~

Shannon Brown -

On Sunday, the date of March 5<sup>th</sup>, I began the work day at a location called T-Point. I arrived at this location at work on the morning just slightly after 9 AM.

The weather was pretty bad with the amount of rain that fell throughout the day, but only in patches.

On work day on March 5<sup>th</sup>, began to expand due to the shot staff on the ramp, that it carried over until the later portion of the evening work. The work started after 6 PM I took a short break from T-Point, and headed to the work area of operations. This is where I was at when witnessing an aircraft that landed at a low approximate speed on the runway.

And without thinking anything of it, that's when I heard the question from an Operations supervisor (Shelly Paul Powell) question if the aircraft was taking off. He was east of the airport, the runway to the west of a runway to be landing on. I was unsure later after conversation with myself, with what was occurred from walking outside to get a better view, view of what just happened. I returned to T-Point.



On the night of the runaway landing of Southwest Airlines flight #1455 I was working T-point. T-point is located directly behind the ticket counter. At the time of the landing I was standing out near the taxi lane.

What first caught my attention was the sudden burst of sound. In reaction to the sound I turned to see aircraft #668 moving at an above average speed. The plane was on the runway even or just west of my standing position. In my 7 years on the Burbank ramp I have never seen an aircraft move that fast eastbound on that part of the runway.

I stood and watched the plane speed down the runway. The plane didn't seem to slow down. The main gears were smoking and I remember wondering if it was steaming from wet conditions or actually smoking from friction. Near the end of the runway the plane veered to the right, faster than I have ever seen an airplane turn. Up until this moment, I thought the aircraft was going to make a safe landing. Then I heard the plane hitting the blast fence and watched it go through. There seemed to be an explosion and a flash when engine #2 hit the blast fence. The plane came to a slow stop on the wrong side of the fence.

Steve Perez  
Employee #36237  
Burbank Ramp

John Palmer

SWA # 46681

I was walking toward the A-gates from the Southwest ticket counter (east).

I was somewhere between Southwest T-point and Southwest operations office, outside.

I heard an aircraft touch down and turned my head toward the runway. I sighted an aircraft travelling just past T-point, heading east at a high speed. I followed the aircraft's path with my head. It struck me that the aircraft was travelling at an abnormally fast speed. As the aircraft reached the end of the runway (near A-8), it appeared to brake quickly, and veer to the right. At that point, the aircraft struck the sound barrier and fence at the end of the runway, emitting a cloud of bright orange sparks and dust. The nose of the aircraft appeared to tip into the ground upon impact. The aircraft then slid, tilted nose on the ground (to the left) and came to a stop quickly thereafter.

I ran into the closest terminal door and notified a Southwest supervisor. I then ran to the accident scene and began helping with passenger evacuation and direction. We directed them to the east sidewalk and away from the gas station.

**RECORD OF INTERVIEW  
DANIEL J. HARRIS  
RAMP AGENT FOR SOUTHWEST AIRLINES  
MARCH 7, 2000**

He was standing behind T-point behind the ticket counter when he heard an abnormally loud noise. He believed it was the activation of full reverse thrusters. He could also tell that the airplane was moving too fast, and he felt that it wouldn't be able to stop in time. Prior to the accident he saw smoke and flames coming from the airplane. After the airplane struck the blast fence he saw a cloud of smoke. He went to help and saw the over wing exit slides and the left aft cabin slide deployed. He stated that the front left slide was blocked by a pole.

Mr. Harris did not see the airplane touchdown, but when it went past him, all three landing gear were in contact with the ground. He stated that it had rained earlier, and the sun was beginning to set. Mr. Harris thought it was not a normal thing for people to go out and watch an airplane land, but this one was unusually loud and faster than what they normally see. He stated that there was no smoke emanating from the tires, and that the braking appeared to be smooth.

3-7-00 1434

I FIRST VISUALIZED THE B737 PRIOR TO REACHING THE INTERSECTION OF RWY 8-26 / 15-33. THE AC DID NOT APPEAR TO BE IN A FLARED CONFIGURATION IT IS MY THOUGHT THAT THE MAIN WHEELS WERE ON THE PAVEMENT WITH THE NOSE WHEEL ON THE GROUND. AS THE A/C PROGRESSED DOWN RWY 8, I WAS NOT PAYING ATTENTION TO THE WHEELS AND ~~WEATHER~~ OR NOT THEY REMAINED <sup>OR EVER WERE</sup> ON THE GROUND, OR IF THE REVERSE THRUSTERS HAD BEEN DEPLOYED. THE A/C REMAINED IN CONTROLLED LANDING ROLL UNTIL THE THRESHOLD MARKINGS; AT THAT POINT THE A/C APPEARED TO VEER TO THE RIGHT IN AN EFFORT TO AVOID DIRECT BLASTWALL FENCE IMPACT. I DID NOT SEE THE A/C COME TO REST AS I BECAME INCREDIBLY BUSY WITH EMERGENCY NOTIFICATION PROCEDURES.

IT SHOULD BE NOTED THAT AT SOME POINT IN THE AFTERNOON I DID WITNESS THE WINDSOCK FULLY EXTENDED WITH THE WIND COMING FROM THE WEST. HOWEVER, I DID NOT VISUALIZE THE CONDITION OF THE WINDSOCK AT THE TIME OF THE ACCIDENT.

AM - [REDACTED]  
[REDACTED]  
SANTA MONICA CA  
90404.

- PAUL HERRERA -  
AIRPORT OPERATIONS COORDINATOR.

**RECORD OF INTERVIEW  
LYNETTE ASHBY  
LINE TECHNICIAN - MERCURY AVIATION  
MARCH 8, 2000**

Ms. Ashby stated that the winds were variable at the time of the accident. She says that they normally see airplanes touchdown by Hangar 3 (where the Mercury Aviation building is located), and brake activation is around Hangar 6 (which is located prior to the intersection). On this flight she did not recall seeing the airplane touchdown. She does recall that the airplane was moving at a high rate of speed, and had definitely not touched down near the Mercury Aviation building. She said about 10 seconds later she heard a pilot contacting ground screaming "Burbank Ground, Burbank Ground." She believes that the wind had changed direction and "swung up behind him."

Elsy Lopez

~~XXXXXXXXXX~~

I heard someone yell Burbank  
ground twice that got my  
attention so I looked out  
the window, thinking it was  
one of our aircrafts we were  
waiting for, but it was Southwest  
so I continued to watch the  
aircraft and I saw it was  
still airborne when I lost  
vision of the aircraft I did  
not realize it crashed until  
the aircraft I was waiting for  
called in and said they could  
not land because the airport  
was closed.