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## Collision with boarding gate, Boeing 737-49R, Orlando, July 2, 2000

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**Micro-summary:** This Boeing 737-49R collided with a boarding gate.

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**Event Date:** 2000-07-02 at 1142 EDT


**Investigative Body:** National Transportation Safety Board (NTSB), USA

**Investigative Body's Web Site:** <http://www.nts.gov/>

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1. Accident reports can be and sometimes are revised. Be sure to consult the investigative agency for the latest version before basing anything significant on content (e.g., thesis, research, etc).
  2. Readers are advised that each report is a glimpse of events at specific points in time. While broad themes permeate the causal events leading up to crashes, and we can learn from those, the specific regulatory and technological environments can and do change. ***Your company's flight operations manual is the final authority as to the safe operation of your aircraft!***
  3. Reports may or may not represent reality. Many many non-scientific factors go into an investigation, including the magnitude of the event, the experience of the investigator, the political climate, relationship with the regulatory authority, technological and recovery capabilities, etc. It is recommended that the reader review all reports analytically. Even a "bad" report can be a very useful launching point for learning.
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		NTSB ID: MIA00LA206		Aircraft Registration Number: N460PR	
		Occurrence Date: 07/02/2000		Most Critical Injury: None	
		Occurrence Type: Accident		Investigated By: NTSB	
Location/Time					
Nearest City/Place ORLANDO		State FL	Zip Code 32822	Local Time 1142	Time Zone EDT
Airport Proximity: On Airport		Distance From Landing Facility:		Direction From Airport:	
Aircraft Information Summary					
Aircraft Manufacturer Boeing		Model/Series 737-49R		Type of Aircraft Airplane	
Sightseeing Flight: No			Air Medical Transport Flight: No		
Narrative					
Brief narrative statement of facts, conditions and circumstances pertinent to the accident/incident:					
<p>On July 2, 2000, about 1142 eastern daylight time, a Boeing 737-49R, N460PR, registered to G.E. Capital Corporation, and operated by Pro Air, Inc. as flight 212, a Title 14 CFR Part 121 scheduled domestic passenger flight from Atlanta, Georgia, to Orlando, Florida, collided with a cargo container loader while taxiing into to the gate on arrival at Orlando International Airport. Visual meteorological conditions prevailed at the time and a instrument flight rules flight plan was filed. The aircraft received substantial damage. The airline transport-rated captain, first officer, 3 flight attendants, FAA inspector on the cockpit jumpseat, and 122 passengers were not injured. The flight originated from Atlanta, the same day, about 1015.</p> <p>The captain stated that after landing on runway 36 right at Orlando International Airport, they were cleared to turn right onto taxiway "J" and to use taxiway C2 to the gate. He slowed the taxi when he observed an aircraft parked at gate 24, their assigned gate. There was confusion on the Signature Flight Support radio frequency due to a lady on the radio who was only filling in and was not used to using the radio. He told ground control that his gate was occupied and they asked for how long. The Signature Flight Support lady could not tell them how long the delay was, so he told ground control and was cleared to pull forward on the ramp and exit at taxiway "B4", turn right "C" taxiway and hold short of taxiway "C2". He did this and then observed a Boeing 727 push from his gate. He told ground control this and was cleared to taxi to the gate. He did this ahead of Pro Air 216 who was holding short also. This flight was assigned gate 28, which was next door to gate 24. He taxied to gate 24, started his turn in on the taxi line, and followed the marshaller's signals. As he gave him the stop signal, they felt a bump and the first officer and he looked at each other. The marshaller then gave a normal "chocks in" signal and he assumed that the marshaller never knew that they had hit anything. He stated he went out and examined the aircraft and observed ground handling equipment positioned under the left wing and a puncture in the non-metallic portion of the wing tip. The equipment had contacted the wing approximately 1 foot from the wing tip. He checked the position of the aircraft and noted that the nosegear was on the lead-in line and parked between 6 and 8 feet ahead of the 737 stop line. It was parked on the 767/320 stop line. He stated it was obvious that if the aircraft had been stopped in the correct position, the incident with the wingtip would not have occurred.</p> <p>The first officer stated that they landed on runway 36 right and exited the runway on taxiway "J". He then called ground control and requested taxi clearance to their assigned gate, airside 1, gate 24. They were cleared to taxi via "C2" to the gate. Once on "C2", they saw that the gate was still occupied by a Boeing 727. The captain stopped the aircraft on "C2", and he called the Signature Flight Support dispatcher on the radio. The lady working the radio stated they had no information about when the gate would be open. They called ground control and were told to hold on taxiway "B". After holding on taxiway "B", they observed the Boeing 727 being pushed from gate 24. They called ground control and were cleared to taxi to the gate. The Boeing 727 was pushed far enough from the gate for them to taxi into the gate. Approaching the gate they were called by the Signature Flight Support dispatcher to report that the gate was now open. They approached the gate,</p>					
FACTUAL REPORT - AVIATION					

National Transportation Safety Board

## FACTUAL REPORT

AVIATION

NTSB ID: MIA00LA206

Occurrence Date: 07/02/2000

Occurrence Type: Accident


## Narrative (Continued)


there was no ground marshaller to take them into the gate. When about 100 feet from the gate one Signature Flight Support ground handler, who was posted on the yellow line, abeam the jetway, raised his left hand, trying to imitate a "stop" instruction. The captain slowed the aircraft to almost a still position and a second later the ground marshaller came running from gate 28 towards gate 24, giving signs to move forward. The captain moved forward at a slow speed, following the marshaller's instructions. During the last 2-2.5 feet, before the stop and chocked signal, they felt a light vibration in the aircraft and they commented that the ground guys must have chocked the airplane before they came to a stop. He was made aware of the wing strike about 10 minutes later when a flight attendant reported it to him. He walked outside and observed the nose wheel was on the yellow line, about 6-8 feet passed the 737 mark.

The FAA inspector who was seated on the cockpit jumpseat stated he was conducting a cockpit en route inspection of the flight. When they taxied to the gate they observed another aircraft still parked at their assigned gate. They held away from the gate and when the aircraft was pushed from the gate, the captain started to taxi into the gate. No ground personnel were in position to assist the flight into the gate. As the airplane approached the gate, a ground person on a tug at the gate and another person near the jetway started waving their arms from side to side. The captain continued to taxi into the gate. Another ground person appeared and gave the captain an emergency stop signal and looked toward the left wing. The captain barely slowed his approach speed and continued to taxi forward into the gate. The ground person then gave the captain a right turn signal. Within 5-10 seconds after the right turn signal, the aircraft struck something on its left side. The ground person was again giving the emergency stop signal and the captain brought the aircraft to a stop. When he exited the aircraft he noticed the nose tire was forward of the Boeing 737 mark and on the 727/747 mark. He also noticed the left wing had serious damage to the underside.

Ground personnel stated that after an aircraft was pushed from gate 24 for departure, Proair 212 cut in front of the departing aircraft and approached gate 24. One ground person gave the captain a stop signal, but the captain continued toward the gate. Another ground person gave the captain a stop signal, but the captain again continued toward the gate at a "pretty good pace". The ground person then tried to get the captain to steer to the right to avoid ramp equipment. The captain continued straight ahead and the left wing collided with a cargo container loader.

Postcrash examination of the aircraft by FAA inspectors and company maintenance personnel showed the left wing front spar lower chord had received damage.

 <b>National Transportation Safety Board</b> <b>FACTUAL REPORT</b> <b>AVIATION</b>		NTSB ID: MIA00LA206				
		Occurrence Date: 07/02/2000				
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<b>Landing Facility/Approach Information</b>						
Airport Name ORLANDO INTERNATIONAL		Airport ID: MCO	Airport Elevation 96 Ft. MSL	Runway Used 0	Runway Length	Runway Width
Runway Surface Type:						
Runway Surface Condition:						
Type Instrument Approach:						
VFR Approach/Landing:						
<b>Aircraft Information</b>						
Aircraft Manufacturer Boeing		Model/Series 737-49R		Serial Number 28881		
Airworthiness Certificate(s): Transport						
Landing Gear Type: Retractable - Tricycle						
Homebuilt Aircraft? No		Number of Seats: 154	Certified Max Gross Wt. 143500 LBS		Number of Engines: 2	
Engine Type: Turbo Fan		Engine Manufacturer: Cfm		Model/Series: CFM56-3	Rated Power: 23500 LBS	
- Aircraft Inspection Information						
Type of Last Inspection Continuous Airworthiness		Date of Last Inspection 06/2000	Time Since Last Inspection 94 Hours		Airframe Total Time 8427 Hours	
- Emergency Locator Transmitter (ELT) Information						
ELT Installed? No		ELT Operated?		ELT Aided in Locating Accident Site?		
<b>Owner/Operator Information</b>						
Registered Aircraft Owner G. E. CAPITAL CORPORATION		Street Address 260 LONG RIDGE ROAD				
		City STAMFORD		State CT	Zip Code 06927	
Operator of Aircraft PRO AIR, INC.		Street Address 101 ELLIOTT AVE., WEST				
		City SEATTLE		State WA	Zip Code 98119	
Operator Does Business As:				Operator Designator Code: P9OA		
- Type of U.S. Certificate(s) Held:						
Air Carrier Operating Certificate(s): Flag Carrier/Domestic						
Operating Certificate:			Operator Certificate:			
Regulation Flight Conducted Under: Part 121: Air Carrier						
Type of Flight Operation Conducted: Scheduled; Domestic; Passenger Only						
FACTUAL REPORT - AVIATION						

 <p><b>National Transportation Safety Board</b> <b>FACTUAL REPORT</b> <b>AVIATION</b></p>	NTSB ID: MIA00LA206
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	Occurrence Type: Accident

**First Pilot Information**

Name On File	City On File	State On File	Date of Birth On File	Age 52
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Sex: M	Seat Occupied: Left	Principal Profession: Civilian Pilot	Certificate Number: On File
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Certificate(s): Airline Transport; Flight Instructor; Flight Engineer

Airplane Rating(s): Multi-engine Land; Single-engine Land

Rotorcraft/Glider/LTA: None

Instrument Rating(s): Airplane

Instructor Rating(s): Airplane Multi-engine; Instrument Airplane

Type Rating/Endorsement for Accident/Incident Aircraft? Yes	Current Biennial Flight Review?
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Medical Cert.: Class 1	Medical Cert. Status: Valid Medical--w/ waivers/lim.	Date of Last Medical Exam: 02/2000
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- Flight Time Matrix	All A/C	This Make and Model	Airplane Single Engine	Airplane Multi-Engine	Night	Instrument		Rotorcraft	Glider	Lighter Than Air
						Actual	Simulated			
Total Time	12920	1844	500	12420	5000					
Pilot In Command(PIC)	6340	1844	450	6000	3000					
Instructor	475		250	75	25					
Last 90 Days	91	91		91						
Last 30 Days	28	28		28	10					
Last 24 Hours	3	3		3						

Seatbelt Used? Yes	Shoulder Harness Used? Yes	Toxicology Performed? No	Second Pilot? Yes
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**Flight Plan/Itinerary**

Type of Flight Plan Filed: IFR	
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Departure Point ATLANTA	State GA	Airport Identifier ATL	Departure Time 1015	Time Zone EDT
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Destination Same as Accident/Incident Location	State	Airport Identifier MCO	
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Type of Clearance: IFR

Type of Airspace: Class B

**Weather Information**

Source of Briefing:  
Company

Method of Briefing:

 <p><b>National Transportation Safety Board</b> <b>FACTUAL REPORT</b> <b>AVIATION</b></p>	NTSB ID: MIA00LA206
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<b>Weather Information</b>					
WOF ID	Observation Time	Time Zone	WOF Elevation	WOF Distance From Accident Site	Direction From Accident Site
MCO	1153	EDT	96 Ft. MSL	1 NM	180 Deg. Mag.
Sky/Lowest Cloud Condition: Scattered			3400 Ft. AGL	Condition of Light: Day	
Lowest Ceiling: None		0 Ft. AGL		Visibility: 10 SM	Altimeter: 30.00 "Hg
Temperature: 29 °C	Dew Point: 21 °C	Wind Direction: 60		Density Altitude: 1800 Ft.	
Wind Speed: 14	Gusts: 21	Weather Conditions at Accident Site: Visual Conditions			
Visibility (RVR): 0 Ft.	Visibility (RVV) 0 SM	Intensity of Precipitation: Unknown			
Restrictions to Visibility: None					
Type of Precipitation: None					

<b>Accident Information</b>		
Aircraft Damage: Substantial	Aircraft Fire: None	Aircraft Explosion: None

Classification: U.S. Registered/U.S. Soil					
<b>- Injury Summary Matrix</b>	Fatal	Serious	Minor	None	TOTAL
First Pilot				1	1
Second Pilot				1	1
Student Pilot					
Flight Instructor					
Check Pilot					
Flight Engineer					
Cabin Attendants				3	3
Other Crew				1	1
Passengers				122	122
- TOTAL ABOARD -				128	128
Other Ground	0	0	0		0
- GRAND TOTAL -	0	0	0	128	128

National Transportation Safety Board

**FACTUAL REPORT**

**AVIATION**



NTSB ID: MIA00LA206

Occurrence Date: 07/02/2000

Occurrence Type: Accident

Administrative Information

Investigator-In-Charge (IIC)

JEFFREY L. KENNEDY

Additional Persons Participating in This Accident/Incident Investigation:

ROBERT BINGHAM  
FAA FSDO  
ORLANDO, FL 32822