

Factual Report – Attachment 7
National Airport Services (NAS) Employee Statements

OPERATIONAL FACTORS

DCA19MA086



Re: General Statement Regarding National Airport Services, Inc. ("NAS") involvement with Atlas Air Flight 3591 Flight Number 5Y3504

To whom it may concern,

National Airport Services Inc. is deeply saddened to hear of the tragic news relating to all of the flight crew and passenger aboard Atlas Air Flight 3591 and extend our sincerest sympathy for all those family and friends that are affected by this truly tragic event.

In summation and in addition to these responses, NAS would like to state as follows:

All of NAS's staff performed their duties and obligations as directed by Julian de Gracia (Atlas), Aaron Garcia (Atlas), Ronald Knight (StratAir), and Andrew Hernandez (StratAir), whom were present during the entire ramp operation of the above referenced flight. Our staffed noted nothing out of the ordinary for the flight. The cargo loading process involving the loading plan and weight and balance process was handled by Atlas, and the cargo buildup and weight process was the responsibility of StratAir. Based on the information and observations of our staff, the ramp handling operation was being overseen and directed by Ronald Knight and Andrew Hernandez, the load masters. And finally, Julian de Gracia of Atlas, was in charge of all the double, cross, and final checks and reviews of all the above operations.

NAS's position during this difficult time is to cooperate with the investigative authorities in any way possible. Should you require or need any further information or assistance, please do not hesitate to contact us.

Respectfully,

Paola Pezoa

Vice President

**6025 NW 18TH Street
Building 716-E, Suite 602
Miami, FL 33126**



Enclosures: Responses from all of NAS's staff members that had any interaction or involvement with the abovementioned flight (9)

**6025 NW 18TH Street
Building 716-E, Suite 602
Miami, FL 33126**



**6025 NW 18TH Street
Building 716-E, Suite 602
Miami, FL 33126**



Statement of NAS Employee re Atlas Air Flight 3591

Name: Agnier Payret Alvarez

Title: Ramp Agent

What was your role with regard to the accident aircraft?

- Loader Operator and Wing Walker (right side)

Cargo Load

Do you recall the type of cargo loaded on the accident aircraft?

- No

If so, what do you recall the cargo to be?

- N/A

Do you recall anything unusual or challenging about the cargo load or loading process?

- No

Did you observe any spills or damaged freight?

- No

Were you involved in the load plan or weight & balance process?

- No

If so, do you recall any challenges with either?

- N/A

Flight Crew

Did you have any interaction with the flight crew? If so, what was the nature of the interaction?

- No

If so, how did they appear? Did anything about the crew seem unusual to you?

- No

Did you have a conversation with the flight crew? If so, describe the context of the conversation and any observations you remember from the conversation.

- No

Did you observe the flight crew during the performance of their duties? If so, describe any observations you remember.

- No

Did you overhear the flight crew express any challenges or concerns?

- No

Do you have anything else to add?

- No

Agnier Payret Alvarez
[NAME]

02/25/2019
Date



Statement of NAS Employee re Atlas Air Flight 3591

Name: Erika Cruz

Title: Access Control / Security

What was your role with regard to the accident aircraft?

- Checking in the flight crew and any passengers and their baggage by inspecting their forms of identification and persons.

Cargo Load

Do you recall the type of cargo loaded on the accident aircraft?

- No

If so, what do you recall the cargo to be?

- N/A

Do you recall anything unusual or challenging about the cargo load or loading process?

- No

Did you observe any spills or damaged freight?

- No

Were you involved in the load plan or weight & balance process?

- No

If so, do you recall any challenges with either?

- N/A

Flight Crew

Did you have any interaction with the flight crew? If so, what was the nature of the interaction?

- Yes, checking their forms of identification, searching their persons and their baggage one by one.

If so, how did they appear? Did anything about the crew seem unusual to you?

- Normal, there was nothing out of the ordinary and nothing seemed unusual.

Did you have a conversation with the flight crew? If so, describe the context of the conversation and any observations you remember from the conversation.

- No direct conversation with the flight crew or passenger.

Did you observe the flight crew during the performance of their duties? If so, describe any observations you remember.

- Noticed the copilot performing the walk around of the aircraft. The copilot had on the requisite vest to do the walkaround and everything else was normal.

Did you overhear the flight crew express any challenges or concerns?

- No

Do you have anything else to add?

- This was not the first time that this flight crew and the passenger had flown on an Atlas flight. The passenger's form of ID was of crew. The last time she saw them was when they were boarding the aircraft.

Erika Cruz
[NAME]

02/25/2019
Date



Statement of NAS Employee re Atlas Air Flight 3591

Name: Frank Labori

Title: Ramp Agent

What was your role with regard to the accident aircraft?

- loading/unloading .

Cargo Load

Do you recall the type of cargo loaded on the accident aircraft?

- No

If so, what do you recall the cargo to be?

- N/A

Do you recall anything unusual or challenging about the cargo load or loading process?

- No

Did you observe any spills or damaged freight?

- No

Were you involved in the load plan or weight & balance process?

- No

If so, do you recall any challenges with either?

- N/A

Flight Crew

Did you have any interaction with the flight crew? If so, what was the nature of the interaction?

- No

If so, how did they appear? Did anything about the crew seem unusual to you?

**5975 NW 18TH Street
Building 716-F, Suite 703
Miami, FL 33126**

- No

Did you have a conversation with the flight crew? If so, describe the context of the conversation and any observations you remember from the conversation.

- No

Did you observe the flight crew during the performance of their duties? If so, describe any observations you remember.

- No

Did you overhear the flight crew express any challenges or concerns?

- No

Do you have anything else to add?

- No

Frank Labori
[NAME]

02/25/2019
Date



Statement of NAS Employee re Atlas Air Flight 3591

Name: Juan Bello

Title: Ramp Agent

What was your role with regard to the accident aircraft?

- Connecting the GPU, Connecting the Bathroom Drain, operated the dollies

Cargo Load

Do you recall the type of cargo loaded on the accident aircraft?

- No

If so, what do you recall the cargo to be?

- N/A

Do you recall anything unusual or challenging about the cargo load or loading process?

- No

Did you observe any spills or damaged freight?

- No

Were you involved in the load plan or weight & balance process?

- No

If so, do you recall any challenges with either?

- N/A

Flight Crew

Did you have any interaction with the flight crew? If so, what was the nature of the interaction?

- No

If so, how did they appear? Did anything about the crew seem unusual to you?

**6025 NW 18TH Street
Building 716-E, Suite 602
Miami, FL 33126**

- No

Did you have a conversation with the flight crew? If so, describe the context of the conversation and any observations you remember from the conversation.

- No

Did you observe the flight crew during the performance of their duties? If so, describe any observations you remember.

- No

Did you overhear the flight crew express any challenges or concerns?

- No

Do you have anything else to add?

- No

Juan Bello
[NAME]

02/25/2019
Date



Statement of NAS Employee re Atlas Air Flight 3591

Name: Rafael Batista

Title: Ramp Agent

What was your role with regard to the accident aircraft?

- Tractor operator loading/unloading dollies.

Cargo Load

Do you recall the type of cargo loaded on the accident aircraft?

- No

If so, what do you recall the cargo to be?

- N/A

Do you recall anything unusual or challenging about the cargo load or loading process?

- No

Did you observe any spills or damaged freight?

- No

Were you involved in the load plan or weight & balance process?

- No

If so, do you recall any challenges with either?

- N/A

Flight Crew

Did you have any interaction with the flight crew? If so, what was the nature of the interaction?

- No

If so, how did they appear? Did anything about the crew seem unusual to you?

**6025 NW 18TH Street
Building 716-E, Suite 602
Miami, FL 33126**

- No

Did you have a conversation with the flight crew? If so, describe the context of the conversation and any observations you remember from the conversation.

- No

Did you observe the flight crew during the performance of their duties? If so, describe any observations you remember.

- No

Did you overhear the flight crew express any challenges or concerns?

- No

Do you have anything else to add?

- No

Rafael Batista
[NAME]

02/25/2019
Date



Statement of NAS Employee re Atlas Air Flight 3591

Name: Randy Gonzalez

Title: Ramp Agent

What was your role with regard to the accident aircraft?

- Loader Operator

Cargo Load

Do you recall the type of cargo loaded on the accident aircraft?

- No

If so, what do you recall the cargo to be?

- N/A

Do you recall anything unusual or challenging about the cargo load or loading process?

- No

Did you observe any spills or damaged freight?

- No

Were you involved in the load plan or weight & balance process?

- No

If so, do you recall any challenges with either?

- N/A

Flight Crew

Did you have any interaction with the flight crew? If so, what was the nature of the interaction?

- No

If so, how did they appear? Did anything about the crew seem unusual to you?

**6025 NW 18TH Street
Building 716-E, Suite 602
Miami, FL 33126**

- No

Did you have a conversation with the flight crew? If so, describe the context of the conversation and any observations you remember from the conversation.

- No

Did you observe the flight crew during the performance of their duties? If so, describe any observations you remember.

- Yes, noticed one of the flight crew members performing the walk around of the aircraft.

Did you overhear the flight crew express any challenges or concerns?

- No

Do you have anything else to add?

- No

Randy Gonzalez
[NAME]

02/26/2019
Date



Statement of NAS Employee re Atlas Air Flight 3591

Name: Raul Leyva Torres

Title: Ramp Agent

What was your role with regard to the accident aircraft?

Push Back driver / Operating the tractor which transported the cargo from the plane to the warehouse.

Cargo Load

Do you recall the type of cargo loaded on the accident aircraft?

- No

If so, what do you recall the cargo to be?

- N/A

Do you recall anything unusual or challenging about the cargo load or loading process?

- No

Did you observe any spills or damaged freight?

- No

Were you involved in the load plan or weight & balance process?

- No

If so, do you recall any challenges with either?

- N/A

Flight Crew

Did you have any interaction with the flight crew? If so, what was the nature of the interaction?

- No

**6025 NW 18TH Street
Building 716-E, Suite 602
Miami, FL 33126**

If so, how did they appear? Did anything about the crew seem unusual to you?

- No

Did you have a conversation with the flight crew? If so, describe the context of the conversation and any observations you remember from the conversation.

- No

Did you observe the flight crew during the performance of their duties? If so, describe any observations you remember.

- Yes, noticed one of the flight crew members performing the walk around of the aircraft.

Did you overhear the flight crew express any challenges or concerns?

- No

Do you have anything else to add?

- No

Raul Leyva Torres
[NAME]

02/26/2019
Date



Statement of NAS Employee re Atlas Air Flight 3591

Name: Walter Munoz

Title: Ramp Supervisor

What was your role with regard to the accident aircraft?

- Ramp operation supervisor with the job of making sure everything is in order and make sure that all personnel and cargo is ready to be loaded.

Cargo Load

Do you recall the type of cargo loaded on the accident aircraft?

- I recall around six (6) pallets on main deck, but do not recall the type of cargo since it is already prepackaged before it arrives.

If so, what do you recall the cargo to be?

- Again, we do not recall what the cargo was since it arrives already packaged. However, some of the containers which were loaded into the forward lower deck were from UPS. In the aft lower deck there were three containers from the Amazon warehouse and the rest were empty.

Do you recall anything unusual or challenging about the cargo load or loading process?

- No, nothing appeared unusual or challenging about the cargo load or loading process.

Did you observe any spills or damaged freight?

- No damage cargo, equipment, and no spills.

Were you involved in the load plan or weight & balance process?

- No

If so, do you recall any challenges with either?

- N/A

Flight Crew

**6025 NW 18TH Street
Building 716-E, Suite 602
Miami, FL 33126**

Did you have any interaction with the flight crew? If so, what was the nature of the interaction?

- No

If so, how did they appear? Did anything about the crew seem unusual to you?

- N/A

Did you have a conversation with the flight crew? If so, describe the context of the conversation and any observations you remember from the conversation.

- No

Did you observe the flight crew during the performance of their duties? If so, describe any observations you remember.

- I noticed one of the members of the flight crew doing the usual walk around of the aircraft, no other observations.

Did you overhear the flight crew express any challenges or concerns?

- No

Do you have anything else to add?

- No

Waler Munoz
[NAME]

02/26/2019
Date



Statement of NAS Employee re Atlas Air Flight 3591

Name: Yerani Gonzalez

Title: Ramp Agent

What was your role with regard to the accident aircraft?

- Loader Operator

Cargo Load

Do you recall the type of cargo loaded on the accident aircraft?

- No

If so, what do you recall the cargo to be?

- N/A

Do you recall anything unusual or challenging about the cargo load or loading process?

- No

Did you observe any spills or damaged freight?

- No

Were you involved in the load plan or weight & balance process?

- No

If so, do you recall any challenges with either?

- N/A

Flight Crew

Did you have any interaction with the flight crew? If so, what was the nature of the interaction?

- No

If so, how did they appear? Did anything about the crew seem unusual to you?

5975 NW 18TH Street
Building 716-F, Suite 703
Miami, FL 33126

- No

Did you have a conversation with the flight crew? If so, describe the context of the conversation and any observations you remember from the conversation.

- No

Did you observe the flight crew during the performance of their duties? If so, describe any observations you remember.

- No

Did you overhear the flight crew express any challenges or concerns?

- No

Do you have anything else to add?

- No

Yerani Gonzalez
[NAME]

02/25/2019
Date



National Airport Services - Daily Flight Report

National Airport Services - Daily Flight Report Conducted on 23rd Feb, 2019 By Walter Munoz

Inspection score

100.00%

Failed items

0

Created actions

0

☒ **Station MIA**

Flight Report Date

23rd Feb, 2019 **12:06 PM EST**

Document No.

NAS Daily Flight Report. 000002

Audit Report Prepared By:

Walter Munoz

Air Carriers(s) / Flight number

5Y3504

Tail Number:

N1217A

ETA (Estimated Time of Arrival)

0922

ETD (Estimated Time of Departure)

1123

Gate(s) Observed

W15B

Crew members

Ramp Supervisor

Walter Munoz

Loader Operator

Randy

Loader Operator Yerany/Agnier
Forklift Drivers N/A
Agent Frank
Agent Raul
Agent Juan
Agent Rafael

Flight Report

100.00%

1 - Pre-Arrival

Ramp crew on gate before arrival.	☒ Yes
Every member of the team is wearing appropriate PPE.	☒ Yes
Lead conducted pre-flight briefing with crew.	☒ Yes
Is the parking area clear of obstructions?	☒ Yes
A FOD inspection of gate is completed.	☒ Yes
Have the GSE inspected to verify conditions, GAS and power to run during the operation?	☒ Yes
Chocks and cones available for the arrival are stowed outside the restraint line with parking brakes applied.	☒ Yes
Equipment is positioned behind the equipment restraint line with parking brakes applied.	☒ Yes
Additional Comments Unanswered	
Additional Pictures Unanswered	

2 - Arrival

Is the aircraft arrival inspection completed prior GSE positioning to the aircraft?	☒ Yes
Block Time on Arrival 0940	
Time All Doors Open 0942	
Marshaller & wing walkers are using wands/lights.	☒ Yes
Marshaller has a continuous line of sight of wing walkers.	☒ Yes
Safety cones are positioned correctly.	☒ Yes

Aircraft is chocked prior to any ramp agent or equipment approaching the aircraft.	Yes
Lavatory Services Completed	Yes
Time Lavatory Services Completed 0945	
Additional Comments Unanswered	
Additional Pictures Unanswered	

3 - Ground Service Equipment

All drivable equipment is inspected prior to use.	Yes
All equipment is free of FOD.	Yes
All GSE guided to the aircraft is performed using approved hand signals and is in proper position.	Yes
All equipment approach the aircraft at walking speed and carry out 2 brake checks / safety stops.	Yes
Belt loader is correctly positioned and chocked.	Yes
ULD Loader is properly positioned and guide rails used.	Yes
Loader operator receives hand signal prior to raising / lowering the rear platform.	Yes
Lavatory Service Unit is positioned with a guide person, properly chocked and operated correctly.	Yes
Additional Comments Unanswered	
Additional Pictures Unanswered	

4 - Unloading / Loading

Ramp Supervisor has a copy of the offload instructions.	Yes
--	------------

Time First Cargo Offloaded (Pallets, AKE, DQF)	0944
Time Last Cargo Offloaded (Pallets, AKE, DQF)	1013
Time First Cargo Loaded (Pallets, AKE, DQF)	1015
Time Last Cargo Loaded (Pallets, AKE, DQF)	1048
Baggage and cargo are checked before loading	Yes
Time Bulk is Offloaded	N/A
Time Bulk is Loaded	N/A
All ULD's in the cargo holds are locked and secured.	Yes
All cargo compartment nettings are secured and verified.	Yes
Portable stair / ladder is used to close cargo hold doors (a belt loader may be used if a portable stairs is unavailable).	N/A
Time All Doors are Closed	1049
Additional Comments	Unanswered
Additional Pictures	Unanswered

5 - Departure

Pre-departure briefing is conducted.	Yes
Is the aircraft departure inspection completed prior departure?	Yes
Pushback pathway confirmed clear of obstacles.	Yes
Time Aircraft Push Back	1114

Marshaller uses proper signals to hold aircraft until all personnel are clear from the aircraft.	Yes
Additional Pictures Unanswered	
Additional Comments Unanswered	

Special Services (Extra Services)

Does Aircraft need to be towed?	No
Where does aircraft need to be towed? (EX. W17 - W82) N/A	
GPU Start Time 0940	
GPU End Time 1111	
Did aircraft need AirStart Unit	No
Additional Comments Unanswered	

Ramp Supervisors Additional Comments

Additional Pictures Unanswered	
Ramp Supervisor Signature	
	Walter Munoz 24th Feb, 2019 1:47 PM EST