



Shannon M Masters
Air Safety Investigator

Delta Air Lines, Inc.
1020 Delta Blvd
Atlanta, GA 30354

MEMO

To: NTSB
Date: June 6, 2011
Re: Flight 2001 (BOS-ATL)
B757-232 (N623DL)
May 23, 2011
Flight Attendant Statements

During the beverage and snack service, we experienced turbulence. Turbulence was bad enough to have the service stopped. I made announcement that we are going to suspend service until we smooth out. I told flight attendants to take their seat and everyone check the security of their seat belt. Seat belt light was on. We smooth out and got out of our seat to resume with service, seat belt sign still on. As I was making a snack basket for first class, we hit air pocket. The air pocket made me go from standing position to squatting position. Once I realized was in squatting position, I got up, looked out from first class galley and saw passenger (Elena Zimmerman) on floor in front of mid galley. I ran to see if passenger was ok. And that is when I saw my other flight attendant Suzanne Cimbura with her. Both was on floor and coherent. Asked if both were ok and both were stunned. I looked over the passenger and saw her ankle distorted. I went to get an ice pack for ankle, made call to flight deck to have medic meet plane when we land, while Suzanne stayed with Ms. Zimmerman. Came back with ice pack and page for medical personnel on board. Dr. Pandian responded. Dr. Pandian asked Ms. Zimmerman if she was ok, Ms. Zimmerman said yes, we pointed out her ankle to Dr. Pandian. While he assessed her, flight attendant Nicole Franza stayed up front by the flight deck door, Suzanne and Michele Perez Jimenez got the red pouch and first aid kit. Dr. Pandian asked for another ice pack, I went to get it, while Suzanne and Michele assist Dr. Pandian. Dr. Pandian advised Ms. Zimmerman she should have ankle checked out in Atlanta before going on to her destination. Dr. Pandian wrapped Ms. Zimmerman ankle with ice. Bandage the ankle with 2 metal stint. We started to descent and pilots made initial announcement. Michele and passenger in 19D lifted and put Ms. Zimmerman in 20D. We landed and got to gate where Medics met the plane. Medics took Ms. Zimmerman off plane and we proceed with deplaning the passengers without any further incident.

Patcharee Lewis

Dear All,

I hope Mrs. Zimmerman, and Suzanne are doing OK, as well the rest of the crew. As per your request, see below my statement concerning the aforementioned incident.

I was doing the beverage service in Y/C from the back to the front and when we (Nicole and Suzanne) had one row left to meet in the middle, Pat made the PA to discontinue service due to severe turbulence, she clearly said FA's please take your jump seats. I went back to my Galley, secured the carts, and took my Jump (3L), another FA was Jump seating at 3R was perfectly secured as well. As expected we had severe turbulence I guess the tail feels even harder but we did shake really hard for about a minute, right after it was very still but I decided to remain in my Jump seat since the seat-belt sign was still illuminated, and indeed we probably hit an Air pocket so the A/C experienced another quick-hard movement for a few

seconds. I was still seated in my Jmp facing aft I turned my head to check on the pax when I realized all pax were looking excited to the front of the A/C, I did so too and was when I saw one person on the ground by the mid-galley surrounded by Pat, and Nicole, at that point I decided to go to assist them since I felt it was safe to move through the cabin.

To my surprise not only the passenger was on the ground but Suzanne was next to her out-board, Pat page for a Doctor, he was seating mid section I escort him to the mid-galley, he started assisting Mrs. Zimmerman, Suzanne when to get the EEMK, then she asked to get the other one, in the meantime Pat got Ice from the F/C galley, then I went to the back again to get the FAK since the Dr. needed a stint, he wrapped her ankle with the metal stint, we were about to land, so I tried to move Mr. Zimmerman with Pat to the adjacent seat but had to ask assistant from a passenger seating in 19D, we moved pax to 20D where we placed Mrs. Zimmerman for landing.

During the incident Pat made the appropriate call to FD so we had Para-Medics waiting at the gate upon arrival to ATL.

I must say that due to my position (3L-facing aft) I could not see how the incident occurred, as a matter of facts, I heard that Suzanne also was hurt when we were all at the terminal.

That being said, please do not hesitate to call me, I remain at your disposal for any further queries.

Regards, and fly safe!!!!

Michel Perez Jimenez
NYC Base

An elderly woman passenger, despite the seatbelt sign and PAs made by the pilot and FAs remained out of her seat. FAs had been asked to sit about 20min earlier due to unexpected turbulence. FAs sat and when safe to secure the cabin for landing, began safety checks. Unexpected turbulence hit again and I sat in a passenger's lap until it was safe; I noticed someone had fallen on the floor in the galley and went to her. I found a FA on the floor in the galley with her and she appeared to have broken the passenger's fall. At this point, medical emergency procedures went into effect. Doctor on board assisted and FAs had made contact with the FD to inform and request medical personnel meet the flight in ATL. Medical met the flight and took over care for the passenger".

Thanks.

Nicole L. Franza

To Whom It May Concern:

The following is my statement for flight number 2001 from Boston to Atlanta May 23rd, 2011.

I was working in first class alongside Patcharee Lewis and once we completed service, I went back to economy to assist with beverage service. Shortly thereafter we experienced turbulence and the seat belt light was illuminated so the flight leader, Patcharee made a PA announcement that we are discontinuing beverage service for now. I went to my jump seat in first class and sat next to Patcharee, we stayed seated until the turbulence was over and it was smooth flying. After it felt safe to get up Patcharee went into the first class galley and I went to the mid-galley to make sure it was secure and to see how Nicole was; she was already half-way through economy picking up trash. At this time there was a passenger in the lavatory as an elderly woman; Ms Zimmerman approached the mid lavatory. Moments before the passenger exited the lavatory Ms. Zimmerman mentioned to me she has been waiting a long time to go to the bathroom, I responded to her by saying make sure you hold onto the handle and before we could exchange anymore words we were both up in the air and down on the aisle. As we landed on the ground I reached out to embrace her from falling further back and hitting her head on the carts. I asked her if she was ok, and noticed her ankle was injured. Patcharee came rushing to us and I got up to get the red pouch in the back of the plane and opened it up, while Patcharee called for a Dr. There was no splint or gauze in the red pouch so I had Michel to get the 1st aid kit, and Patcharee got ice for her ankle. I opened up the 1st aid kit and gave the splint and gauze to the Dr. I assisted him by holding the injured woman's leg up and putting napkins on the metal splints so it would not be cold on her leg, and cut the adhesive tape and passed it to the doctor all the while in keeping the injured passenger engaged in

conversation with me. I asked her name, where she was flying to, she said San Diego, and I said the weather is always nice there and she said not always with a smile and then I said well I'm from Minnesota so it seems that it is always nice and she agreed. At that point her daughter came to be with her mother. Michel and a nearby passenger lifted the woman using the lift and carry method. Patcharee tried to lift her with Michel but could not therefore the reason a passenger helped out. We landed and Patcharee made an announcement telling the passengers to remain in their seats until the paramedics come on board to remove the injured passenger.

In addition to my statement above I was injured but did not know to what extent as my adrenaline kicked in to keep me going and performing my duties. After talking with all the necessary people about the incident I flew onto Jacksonville, spent the night and flew back to Atlanta and then to LaGuardia. I was stiff and sore by the time I got back to base; my back was hot to the touch, with a constant dull ache. At this point was unsure what to do, and decided to wait till morning to see how I felt, however, was woken at 4am with lower back spasms. I saw Dr. Fishman on May 26th and by this time I was now experiencing numbness and tingling in my legs, toes and arm. Dr. Fishman had my back x-rayed to check for compressed vertebrae, results are not back at this time. Dr. Fishman wants' me to stay off my feet and rest until my follow-up visit on June 6th to asses my condition. In the meantime she prescribed Methocarbamol for my muscle spasms and Hydrocodone for pain. I called my manager, Sedgwick, and Esis with this update.

Thank-you,

Suzanne M Cimbura

Follow-up response regarding the seat belt sign:

Yes the seat belt sign was still illuminatated when we got out of our jump seats. I told Ms Zimmerman to hold onto the handle, but was unable to tell her that the seat belt sign was on simply because there was not enough time, we hit the airpocket shortly after she approached the lavatory.