



Internal Memorandum

Date: 01/16/2014

To: Captain Chris Frederick, Regional Director & Chief Pilot – ATL

From: Captain Richard Hamel

Subject: II14-014 NTSB-Turbulence: F732 10-JAN-14 JAX-ATL B-757-232 N687DL (687)
CAP: HAMEL, R.A., FO1: WEST, K.S.

This statement is provided at the request of the Chief Pilot's Office.

On the early flight from KJAX to KATL we climbed up to our cruise altitude of FL280. Prior to descent I made the decision to turn the fasten seat belt light on early in anticipation of some light turbulence. After turning on the fasten seat belt light, I made a PA instructing everyone that I expected the ride in the descent to be choppy and that I would like everyone to remain seated with their seat belts fastened. Passing about FL210 - FL200 our ride went from light chop to Moderate turbulence. As we were entering the Moderate turbulence we overheard the airplane in front of us reporting turbulence similar to ours. ATC asked us about the ride. We informed ATC that the ride went from light to moderate for about 30 seconds or so. At this point the "lead" flight attendant called the flight deck and informed us that one of the flight attendants in the aft cabin had fallen and sustained an injury to her ankle. She went into some detail after which I informed her that I would send a message requesting a replacement and for medical assistance at the gate. After letting my co-pilot know what was going on, I informed him to man the radios in addition to his pilot flying duties so that I may communicate with flight control. I sent two messages to flight control with my requests. Both messages were replied to. The injured flight attendant was seated for landing. The rest of the flight was uneventful. Paramedics met the flight and tended to the injured flight attendant. Everyone from the lead flight attendant to flight control, my co-pilot, the paramedics and the manager that met the flight performed their job professionally and were very helpful.

I acknowledge the release of this statement to the NTSB.

Regards,

Richard Hamel
Employee # [REDACTED]
(Signature on file)



Internal Memorandum

Date: 01/22/2014

To: Captain Chris Frederick, Regional Director & Chief Pilot – ATL
From: First Officer Karl West
Subject: II14-014 NTSB-Turbulence: F732 10-JAN-14 JAX-ATL B-757-232 N687DL (687)
CAP: HAMEL, R.A., FO1: WEST, K.S.

This statement is provided at the request of the Chief Pilot's Office.

During Flight from JAX to ATL while in descent we encountered a very brief area of moderate turbulence which resulted in one flight attendant in the very aft of plane being injured. The captain had made an announcement prior to the incident that everyone should be seated due to choppy ride in the descent and he turned on the seatbelt sign.

We were told to cross CANUK at 14000 and at approximately 21000 ft we went from light chop to moderate turbulence for a few seconds and then it returned to light chop. We had the radar on with the gain and tilt set properly but only light rain was showing on the screen. After encountering the moderate turbulence we could hear over the cabin interphone that a flight attendant had been hurt. After the captain spoke with the lead attendant I handled ATC communications and flew the plane while the captain sent ACARS message to flight control and spoke with the lead flight attendant. The rest of the flight was uneventful and paramedics met the flight along with an in-flight manager.

I acknowledge release to NTSB.

Sincerely,

Karl West
Employee # [REDACTED]
(Signature on file)



Flight Attendant Statements

Flight 732 (JAX-ATL); B757-200 (N687DL); 01/10/2014

Phyllis Davis
Purser/Flight Leader

During initial decent post service, FA Vaughn and me were conducting cabin pick up when we experienced significant turbulence requiring us to take a nearby passenger seat. The turbulence subsided wrought for Mrs Vaughan and I to return to the forward galley to begin our preparations.

A non revenue Jump Seat FA, Cynthia McKinney [REDACTED] contacted me via the inter phone indicating Mabel Van Den Brink had fallen during the turbulence and was not able to move. I immediately responded to the aft galley where, Mrs Van Den Brink was lying on the galley floor on her left side. She complained of significant pain in her right ankle and right arm. I noticed the ankle had begun to swell. She was not able to walk or bear weight on her foot. FA McKinney and I carried her to a row of vacant seats and provided her with ice packs for her ankle and arm as well as elevated her leg.

I contacted the Capt and informed him of the incident and injuries FA Van Den Brink incurred. I requested a manager and informed him Mrs. Van Den Brink requested paramedics meet the flight. Due to injuries and immobility, we determined she would not be able to perform her FA duties for the duration of the flight.

FA McKinney volunteered to act as minimum crew. She remained at door 3 jump seat (to provide additional care if needed). FA Jennifer moved to door 3 for door coverage, FA Vaughn moved to door 2 to provide door coverage and I remained at door 1 with dual door coverages responsibilities.

Upon arrival into Atlanta, IFS FSM Jeff met the flight in addition to paramedics. FA Vaughn was helped off the plane by paramedics.

Please see her report for additional information

Lawana Vaughn

1L

During descent and picking up I was approximately midway down the aisle all of sudden a little turbulence and then the a/c dropped. I felt back into a passenger seat that was empty. I did not see the Flight Attendant in the aft galley fall.

Jennifer Keller

2L

I, Jennifer Keller # [REDACTED] worked flight #732 JAX-ATL at 2L...Mabel Van Den Brink worked at 3L on the 757 and was injured and removed by medics. I was in the front where there was crazy bad turbulence in which I quickly took the forward jumpseat and left galley as is. I did not witness her injury but was told she was thrown about the back galley and injured her ankle. We sat her in the pax seat and I sat in the back to disarm doors at landing as Mabel was very shaken and in pain. Her ankle was very swollen. That is all I saw but the jumpseater would be an accurate witness.

Mabel Van Den Brink
3R

I was on fl# 732 on 01-10-2014 from Jax to Atl.

We had just finished the service and i had stowed my beverage cart.

There was still some service items on the counter and a coffee pot on the co pilot's side that needed to be emptied.

The copilot jumpseat(3R)was occupied by a jumpseat rider when the captain gave us the signal for initial and the announcement: ("flight attendant please prepare the cabin for landing")

I put the items that where on the counter away and latched the carts/compartments.

When I was taking the coffee pot to dump the coffee on the copilot side, (across from jumpseater), turbulence hit so hard the plane dropped and the coffee spilled over my right arm.

While trying to get to my 3L jumpseat i was thrown against the 3L doorhandle and hit my right hand against the stainless galley counter.

Pushing the Jumpseat down the plane dropped again and I fell down the floor came back up and i felt my ankle snap and I flew in the aisle between the 3L and 3R lavatories.

With my face on the floor the Jumpseater hold my hand, and directed a pax that wanted to help to sit down.

The flightleader and jumpseater lifted me to the row of seats that were empty and gave me ice.

Paramedics met the flight.

I went to get a xray of my foot and was told i broke my tibia in two places.

I am in a cast right now.

My right lower arm is burned.

My right hand bruised.

Cynthia McKinney
Pass Riding (Jumpseat)

I was jumpseating from JAX to ATL. After initial descent, the FA working the aft galley grabbed a coffee pot to pour it out when we hit rough air and she lost her balance causing her to fall. I saw her fall backward into the left aft door. I asked her if she was ok and she said...my ankle. She seemed to be in alot of pain. She was on the floor and I asked her if she could get up to get to her jumpseat and she shook her head no. We hit more rough air so I thought it was best for her to stay low on the floor, so I told her to stay down on the floor as it was too bumpy to try to stand up at that time. Two male passengers came to assist but I asked them to return to their seats since it was very bumpy and I didn't want anyone else to get injured. She remained on the floor as I held her hand while I was sitting in my jumpseat until I felt it was safe to get up from my jumpseat to assist her. While sitting, I called the lead and told her that the FA was hurt and that she was on the floor. The lead came to the aft galley and the two of us picked her up and carried her to the last row of seats which were empty. One of the other FA's got her some pillows to prop her foot up and I got her some ice for her ankle and also for her arm since she said some of the coffee splashed on her arm. The lead took over from there by calling the flight deck and medical assistance upon landing.