



Internal Memorandum

Date: 3/10/2014

To: Captain Patrick Cooney, Regional Director – DTW

From: Captain S. Goodman

Subject: II14-048 NTSB-F/A Injury: F1248 04-MAR-14 SAN-DTW B-737-932ER N809DN (3809)
CAP: GOODMAN, S., FO: COURTER, T.R.

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

I was in my seat in cockpit when I heard a crash. Looked back and saw that the lead flight attendant had tripped over a passengers bag, while carrying a tray full of drinks. I did not see her go down, but I was told she went down hard.

She came to forward galley and I talked to her. She was obviously shaken. It took about 5 minutes for her to gain her composure, at which time I told her that if she needed Medics or needed to get off the trip, it would be fine. She moved all her limbs and said she was sore, but she said nothing appeared broken and was fine to continue. I reiterated that it was her call to get off trip especially since she thought she was fine. She wanted to continue and would rather write up incident in DTW. She continued trip, and as far as I know performed her duties until arrival in DTW.

I acknowledge the release of this statement to Delta Flight Safety and the NTSB.

Regards,

Captain Seth Goodman
Employee # [REDACTED]
(Signature on file)



Internal Memorandum

Date: 3/08/2014

To: Captain Patrick Cooney, Regional Director – DTW

From: First Officer T.R. Courter

Subject: II14-048 NTSB-F/A Injury: F1248 04-MAR-14 SAN-DTW B-737-932ER N809DN (3809)
CAP: GOODMAN, S., FO: COURTER, T.R.

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

During boarding, Captain Goodman and I heard someone fall in the vicinity of the 1st class section and were informed that it was F/A Wastler. We were both at our seats performing preflight duties. Captain Goodman went back to check on the situation.

I wasn't part of the conversation, but it was relayed to me that she had tripped over a bag and was experiencing some pain, but did not require medical attention and was fine to continue.

During flight, we checked again to see how F/A Wastler was doing. It seemed that the pain in her arm had increased. We offered to have someone meet the flight. Medical personnel were not requested, so we contacted dispatch, and an F/A supervisor met the flight when we landed in DTW.

After everyone deplaned, the F/A supervisor offered to take F/A Wastler to her gate for a flight home. After verifying that no further assistance was required from the flight crew and seeing that F/A Wastler was under the care of a company supervisor, I left to catch my flight home.

I acknowledge the release of this statement to Delta Flight Safety and the NTSB.

Regards,

First Officer T.R. Courter
Employee # [REDACTED]
(Signature on file)

CONTACT INFORMATION

(1 L)	Name	Donald Friske	(2 L)	Name	Walter Evans	(P ur ser /Fl igh t Le ad er)	Name	Judith Wastler	(2 R)	Name	Kimberly Beckett
	Employee ID	██████		Employee ID	██████		Employee ID	██████		Employee ID	██████
	Delta ID	████████		Delta ID	████████		██████	████████		Delta ID	████████
	PHONE	██████████		PHONE	██████████		PHONE	5██████		PHONE	██████████
	Email	██████████████████		Email	██████████████████		Email	██████████████████		Email	██████████████████

EVENT INFORMATION

Group	Reference Number	Report #	Date Submitted	Late	SRS	ASAP
(1L)	F20140304-01248-SAN-03809-52-1	464455	05 Mar 2014 11:13 PM EDT	N	Y	N
(2L)	F20140304-01248-SAN-03809-52-2	464650	07 Mar 2014 04:22 PM EDT	N	Y	N
(Purser/Flight Leader)	F20140304-01248-SAN-03809-52-3	464535	06 Mar 2014 05:42 PM EDT	N	Y	N
(2R)	F20140304-01248-SAN-03809-52-4	464653	07 Mar 2014 04:36 PM EDT	N	Y	N

Event Status: SRS Received

Risk:

Investigator:

FLIGHT INFORMATION AND CONDITIONS

Flight Date :	04Mar14	Flight Number :	01248	Aircraft Number:	03809
Domestic Flight (1L)		From - To:	SAN-DTW (1L)	Aircraft Type:	B737-900
Domestic Flight (2L)			SAN-DTW (2L)		
Domestic Flight (Purser/Flight Leader)			SAN-DTW (Purser/Flight Leader)		
Domestic Flight (2R)			SAN-DTW (2R)		
Position or Seat Assignment :	1L (1L)	Flight Diverted ?	N (1L)	Diverted to :	-
	2L (2L)		N (2L)		-
	Purser/Flight Leader (Purser/Flight Leader)		N (Purser/Flight Leader)		-
	2R (2R)		N (2R)		-
Flight Phase :	Boarding (1L)	Flight Attendant Base :	DTW (1L)		
	Boarding (2L)		DTW (2L)		
	Boarding (Purser/Flight Leader)		DTW (Purser/Flight Leader)		

EVENT DESCRIPTION

(1L)	A passenger left a bag in the middle of the aisle during boarding.
(2L)	Lead flight attendant was injured during boarding process
(Purser/Flight Leader)	injury due to bag in aisle
(2R)	The flight leader fell over a bag left in the aisle by a passenger.I did not get not see the actual fall.iwas told by another pax.

EVENT TYPE

Medical (Crew / Passenger - Illness or Injury)(1L) (Purser/Flight Leader) (2R)

Crew Injury - Contact Delta of injury by calling Sedgwick Claims Reporting Center at 877-67-DELTA (877-673-3582) within 24 hours(1L) (Purser/Flight Leader) (2R)

Fall / Slip / Trip(1L) (Purser/Flight Leader) (2R)

Crewmember Location (2R)

Aisle (2R)

Other (Safety-related issues)(2L) (Purser/Flight Leader)

Explain:flight attendant injury onboard during boarding (2L)

Explain:f/a fell ovet bag in aisle. landed on left shoulder/arm and right knee. this was done holding tray of drinks thus obscuring bag. (Purser/Flight Leader)

SUMMARY OF EVENT

Full Description

(1L)	Judith Wastler was serving pre- departure drinks when a passenger left a bag in the aisle and she tripped over it, falling hard to the floor. She hurt her left shoulder and right leg.
(2L)	Lead flight attendant was injured when a pax left their carry on in the aisle during the boarding process. She fall over the bag in the aisle onto her shoulder and arm and was in pain and was carrying a tray of drinks at the time. I was located in the real section of the aircraft during boarding and did not see the incident.
(Purser/Flight Leader)	I was out in the aisle delivering first class pre-departure drinks. The tray was obscuring my view of the floor. i then fell/tripped over a bag and went headlong onto the floor. I injured my right knee and broke the humerous bone in my left arm.
(2R)	I didn't see the actual fall or where the pax left his bag or the size of the bag.I came upon the incident just after it happened.
	Judy the flight leader tripped over a bag left in the aisle while delivering pre departure drinks.

Preventive Measures

(1L)	I'm not sure what to do to avoid this.
(2L)	pax left a carry on bag in the aisle during boarding
(Purser/Flight Leader)	PA announcement advising pax not to leave bags in aisle.

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Leader)

(2R)

THREATS

Other(2L) (Purser/Flight Leader)

INFLIGHT ERRORS

Carry-on baggage problem (2R)

Pax failed to properly stow bag (2R)

Other(2L) (Purser/Flight Leader)

ADDITIONAL INFORMATION

Event Report Notes (0)

Event/Report	Author	Date Modified	Note Text
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Follow-up Actions (0)

LOG PAGE INFORMATION