



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

October 10, 2018

Attachment 3 – Cabin Crew Statements

OPERATIONAL FACTORS

DCA16IA215

IIR - Turbulence Event

eReport ITURB25-16

Date and Time	08/11/16 19:10	Aircraft Type (Mandatory)	Airbus A320	Inflight Team Leader	██████████
Time Zone	Mountain	Tail No		Departure Point	BOS
First Name	██████	Flight No	429	Destination Point	SMF
Last Name	██████████	Operation Type	Scheduled	Diversion City	RAP
Crewmember ID	██████	Crew Base	BOS	Charter Route	

Narrative

- Document specific actions associated with the incident
- This form is a LEGAL document
- Omit personal feelings and opinions
- If multiple incidents occurred during the flight, submit a report for each one

Title/Brief Description Extreme Turbulence

Event/Concern Description

Clarification to Question 1 on event details page: A turbulence warning was provided in the sense that the flight deck called to say it would be "like this...;" conditions were already Level 2, light turbulence/moderate chop. No warning about anything greater than that was given.

Clarification to Question 9 on event details page: The entire plane was affected.

As I was walking through the cabin I felt it get slightly bumpier and decided to sit in the aft galley until it smoothed out. Shortly thereafter, with appx 2 hours left in flight, the flight deck called to say it would be like this for the next 150-200 miles (assuming it would stay level 2, light turbulence/moderate chop, since no further details were communicated to us) and to wrap up. I made an announcement stating it would be bumpy for the next 30-45 minutes and that everyone needed to remain seated with their seatbelts fastened. First service had been completed and the snack bar was set up. When the flight deck called, ██████████ and ████████ were seated. When it smoothed out I got up to shut LAV E door and that's when level 6, extreme turbulence, occurred. Once everything settled the flight deck decided that an emergency would be declared, since injuries were sustained, and we'd be diverting.

██████████ all hit our heads on the ceiling. ████████ right eye area was bleeding, bruised, and later received stitches. She also had visible bruises on her body. I landed on my left ankle to the sound of a loud pop and the left side of my body, including tailbone, is bruised and sore. I left the hospital with a sprained ankle; requiring a gel cast and crutches. ████████ suffered various bumps, bruises, cuts, and pains all over. Each of us have new aches and pains daily.

Event Details

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IIR - Turbulence Event

eReport ITURB25-16

Was a turbulence warning provided by the flight crew?	Yes	
Was the seatbelt sign on at the onset of turbulence?	Yes	
Most intense turbulence level	Severe	Moderate
Were you briefed by flight crew prior to flight regarding WX?	Yes	
Flight Phase	Cruise	
Was an announcement made?	Yes	Severe
Were there injuries?	Both	
For Customer Injury, Please fill IIR Medical Event as well For Crewmember Injury, Please Contact Crewleader as well		
Was flight deck advised of turbulence?	Yes	
Where on the aircraft?	Aft	

Crew Info

Captain	
First Officer	
Flight Attendant 1	
Flight Attendant 2	
Flight Attendant 3	
Flight Attendant 4	

ICSR

Jumpseat (if relevant to Event/Concern)

Name	Occupant Type
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IIR - Turbulence Event

eReport ITURB25-16

Light

- Bumpiness is accompanied by slight erratic changes in altitude.
 - Occupants may be required to wear their seatbelts, but objects remain at rest.
 - Unsecured objects move.
 - Occupants must wear seatbelts and occasionally are thrown against the belt.
 - Large and abrupt changes in altitude and attitude.
 - Unsecured objects are tossed about.
 - Occupants are forced violently against their seatbelts.
-

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Crewmember Incident Statement

ID No: [REDACTED]
Inflight Crewmember

Date of Injury: August 11, 2016
Date of Report: August 16, 2016
Department: Inflight
Base: Boston

First service and service item collection was complete. [REDACTED] finished another round of collection and sat in the back for a moment when the flight deck called. She made an announcement stating it will be turbulent for the next 30-45 minutes and customers should return to their seats and remain seated with seatbelts fastened. We were all sitting in the back (galley 5) at the time. It had been moderately bumpy for most of the flight at that point. I got up to secure the galley and [REDACTED] had gotten up to close a lavatory door that was left ajar from a customer. That is when level 6 turbulence occurred.

I fell to the ground and immediately grabbed jumpseat D & E attempting to climb onto it and strap into the harness. Another violent bump and I flew mid-air in the galley hitting the ground once again. I was in a crawling position attempting to climb into the jumpseat once more, but I could not gain control over the violent turbulence. I stayed in my position while gripping the seat, back parallel to ceiling and head tucked down, and immediately was thrown into the ceiling consequently striking the floor a final time. It happened in seconds.

Promptly after level 6 turbulence subsided the flight deck called back to us and I answered. I relayed that we all hit the ceiling and were injured. Shortly he declared emergency landing and made an announcement to the cabin. [REDACTED] and I had a doctor and nurse assess [REDACTED] in the aft as she was bleeding considerably from her head. [REDACTED] noticed she had hurt her ankle as we walked to the front (galley 1). I got the nurse to assess her. I walked back to the aft to check on [REDACTED], doubled checked all bins and carts were secure, assessed and compliance checked the cabin, and sat for landing.

IIR - Turbulence Event

eReport ITURB26-16

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First Name	K	Flight No	429	Destination Point	SMF
Last Name		Operation Type	Scheduled	Diversion City	rap
Crewmember ID		Crew Base	BOS	Charter Route	

Narrative

- Document specific actions associated with the incident
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Title/Brief Description Extreme Turbulence

Event/Concern Description

Clarification on question 1 on event page: We were told the turbulence would be what we had been experience through the majority of flight which had been a level 2

On 8/11/2016 working flight 429(BOS-SMF) with approximately 2 hours left in the flight, the flight deck called to inform us that it would be like this for the next 150-200 miles. The majority of the flight we had been experiencing level 2 turbulence. The Seatbelt sign was turned on and made an announcement saying the seatbelt sign has been turned on and we will be experiencing turbulence for the next 30-45min. At that point all 3 flight attendants were sitting in G5. about 10min later the flight had smoothed out so I was in the process of getting up to attend to 22L call button and was getting up to close the door to lav E, when we encountered the level 6 turbulence. were thrown off our seats and all 3 of us hit the ceiling of the aircraft. When I hit the ceiling I dented the ceiling with the back of my head and upper back. When I came back down I hit one of the latches on the galley with my right eye receiving 3 lacerations. both told me to stay down because I was bleeding. The Captain called back to see how we were doing, informed the Captain that all 3 of us were injured and that I was bleeding. both managed to get to the front of the aircraft. called for a medical professional onboard to attend to me in the back galley. Unfortunately due to my injuries I was unable to check on the customers. We diverted to Rapid City, SD. Once we were safely at the gate EMT came onboard, I was carried off the plane in a straight back chair with a neck brace on. I was sent to the ER where I was later treated with stitches over my right eye and for head, neck and back pain. was treated for her ankle and tail bone and received a cast and crutches Michelle was treated for various cuts, bumps and bruises. While In the ER the Dr informed that 24 people from our flight were brought in due to injuries. After seeing my primary care physician it was brought to my attention that a CT Scan of my head should be preformed in the ER due the significant impact i sustained, which I will be getting tomorrow.

Event Details

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IIR - Turbulence Event

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Crew Info

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First Officer	
Flight Attendant 1	
Flight Attendant 2	
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Flight Attendant 4	

ICSR

Jumpseat (if relevant to Event/Concern)

Name	Occupant Type
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