



Internal Memorandum

Date: 10/21/2017

From: John Guinter

Subject: NTSB Investigation: Flight 2121, 04-September-2017 ATL-ELP MD90 (9238)

The phase of flight was final approach. We had finally finished securing the forward galley compartments and disposing of the gray trash pickup bags in the waste carts. All four of us were in that galley at that time. FA Jennifer left the galley first and FA Sharon behind her as they began to make their way aft to their jumpseats while conducting a final safety check.

From the forward galley I observed them make it to about door 2L when the aircraft began to shutter and bounce. It was a rather forceful jolting upwards but was short lived. Flight Leader Amanda was strapping into seat 1L and -- since she couldn't see down the aisle from that position -- asked me if the FA's in the aft were seated yet.

From my seat at 1L inboard position I could see FA Sharon standing and facing the aft lavatory on the co-pilot side. Her jumpseat position, though, was at door 2L. I thought it was strange that she had gone past her seat and was standing in the back. I reported my observations to Flight Leader Amanda and told her the aft FA were not seated. Amanda picked up the interphone and made a PA "flight attendants be seated NOW." FA Sharon made her way back to door 2L and was seated.

We landed just a few moments later. It was not apparent to either Amanda or myself from the front what had occurred. Sharon called us on the interphone and reported that during the turbulence FA Jennifer had struck her head along the handrail/ overhead bin while making her way to the tailcone. Almost immediately afterwards, Jennifer began vomiting. Sharon had helped Jennifer the rest of the way back to her tailcone position and that's when she began to become violently ill. When the FL made the PA to be seated, Sharon had to leave Jennifer alone in the back and return to her seat. Now that we were landed, Sharon returned to Jennifer and had found a doctor seated in the rear who was tending to her. Upon opening the aircraft door, Amanda advised the agent to call for EMS since we had an injured crew member.

Two ELP airport police officers responded followed by several airport EMS/firemen who advised Jennifer needed additional medical attention. Jennifer was worried about separating from the crew and was anxious about the implications to the company. I help walk Jennifer's luggage and belonging to the ambulance and exchanged mobile phone numbers.

After discussing the events with the crew, it was mentioned that we do not recall ever hearing the "initial" announcement from the flight deck. We did, however, get the final double-dings indicating 10,000 feet. It was at the double-dings that all FA's made their way to their jumpseat stations while conducting a final cabin safety check. The Fa's in the aft were almost to their seats when the event occurred.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

John Guinter-# [REDACTED]