



NKS 265 Turbulence Encounter 12/05/2017 Crew and Ground Personnel Statements
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Capt. Enuel Hernandez
Captain/ NKS 265

With regards to the turbulence event of flight 265, these are the facts that I could remember. It was a dark night with light thunderstorm activity around Fort Lauderdale. Upon completion of the decent checklist the seatbelt sign was turned on, around 18,000 feet. I started to call our operations department for the arrival gate. A few seconds later and at about 12,000 feet, I noticed some weather in the radar. There were no reports of turbulence in the area and no other aircraft requesting any deviations. Thereafter, and in instrument meteorological conditions we experienced severe turbulence between 12,000 and 10,000 feet. Our SOP mentions that the landing lights are turn on at 10,000. Therefore, our landing lights were off at the time of the incident. After the event, I called the flight attendants and received no response. A few minutes later, I called again and one of the flight attendants informed me that another flight attendant had broken his leg. During the event one of the flight attendants apparently broke his leg and another flight attendant was in pain. I proceeded to inform the company and air traffic control for EMS service at the gate. We landed normally and medical attention was provided for all of those who requested the services. The two flight attendants were treated at the gate and, upon further consideration, all flight attendants decided to go to the hospital. A passenger mentioned that he was in the lavatory and fell due to the turbulence. However, he declined any medical attention upon arrival at the gate.

First Office Matthew Kehr
First Officer/ NKS 265

Flight NK 265 departed Atlantic City International Airport (ACY) for Fort Lauderdale International Airport (FLL) the evening of December 5th, 2017 at 20:03 local time. I was the pilot flying, and Captain Enuel Hernandez was the pilot monitoring.

During the descent into FLL on the FISEL 7 RNAV arrival, we were given a crossing restriction of 8,000 feet at the MOSIE intersection. Captain Hernandez gave the passengers an arrival announcement, and the Seat Belt sign was on. Passing through about 12,000 feet, Captain Hernandez went on our second radio to try to contact FLL Ops for a gate assignment. At that time, we entered a layer of clouds and we were in instrument meteorological conditions (IMC). Before reaching the MOSIE intersection, we encountered a small area of severe turbulence. The aircraft's landing lights were off at this time, in accordance with company SOPs. We had not heard any reports from other aircraft nor had ATC given us any advisories about turbulence or weather along our route. The only RADAR



returns that I recall were small areas of light precipitation that were more than twenty miles East of our course.

Captain Hernandez immediately called back to our Flight Attendants (FAs) to check on them, but received no response. Shortly after, they called up to us and stated that one of our FAs in the aft of the plane had broken their leg. Captain Hernandez then called ATC to request priority for a medical emergency, and said that a FA was injured from turbulence. I then took control of communications with ATC. Captain Hernandez contacted KFL Ops and requested EMT personnel at the gate, and also texted our dispatcher through ACARS. There were also a few more communications between the Captain and our FAs in the back, but I did not hear what they were saying because I was paying attention to the instructions ATC was providing me for an expedited arrival into the airport.

As we entered the downwind leg to the runway, Captain Hernandez finished what he was doing and returned his attention back to flying. We landed the aircraft without incident and taxied into the gate, where EMT personnel were waiting. As soon as the main door was opened, EMTs came on to the aircraft and proceeded to the aft where the injured FA was.

Bernhard Theis

Spirit Flight Attendant NKS 265

After the initial descend announcement I started to prepare the AFT galley for final descend. The other FA's were doing their compliance through the isles and after a few minutes into initial descent, with no warning I felt a sudden fall and a very violent movement that squashed me down to the floor in the galley. After that I tried to stand up and noticed a severe pain in my ankles and asked if everybody was ok. Robert Guedez FA-A was laying on the floor a few rows away from the AFT galley and had a fractured leg. After we realized he could not be moved from his position on the isle floor we decided to secure him by letting passengers willing to help hold him down on the floor for landing. After that I secured myself on my jump seat R4 and recommended Ricky Parks FA-D which was on the AFT galley not able to walk to her jump seat due to her injury to take the L4 Jump seat for landing.

Robert Guedez-Rivas

Spirit Flight Attendant NKS 265

I was in the L1/R1 door and when I heard the announcement from the captain (initial descent) I proceeded to give the announcement to our guests. Then I collected the garbage in the cabin, and I walked to L4/R4 door to discard the garbage in the rear galley. Then, I began my way back to my position L1/R1, and when walking down row 34 the severe turbulence happened throwing me into the air and once I came down the air I hit my foot against the floor. Right



away, I felt an intense pain that made me go into panic due to the feeling and seeing that my foot was displaced to the left side, I informed the FA Bernhard Theis to call the captain immediately to alert him of what had happened to me and about the situation. FA Robert Niven, did the final announcement to our guests because I could not move from the A/C floor until when landed and the paramedics took me to the hospital. FA Robert Niven, occupied my Jumpseat for landing.

Robert Niven
Spirit Flight Attendant NKS 265

On Dec 05 2017 I was Flight Attendant B on Flight 265 from ACY to FLL. Right after the announcement for Initial Descent I was in the aisle around row 16 checking seatbelt compliance and collecting trash when the aircraft was hit with severe air turbulence which caused me to fall hitting my back on the armrest of the aisle seated throwing me to the floor.

When I was able to get up I noticed that the Lead Flight Attendant was on the floor and I went to see what was happening, He was incapacitated and in obvious severe pain. Once the turbulence had stopped, an announcement was made for assistance from any medical personnel on board, A fireman, and a 4th year Medical Student and a Nurse all came to assist.

The Lead Flight Attendant asked me to go up front and make his final announcements. There was a Spirit Flight Attendant who was deadheading on the flight that said she would land in my jump seat and secure my doors and I landed in the Lead Flight Attendants jump seat with the Chaser who was also injured from a fall. An announcement was made for the passengers to remain seated and keep the aisle clear so the Medical personnel could have access to the rear of the aircraft to assist the injured Flight Attendant.

I disarmed the L-1 door when the gate agent knocked and the L- 1 door was opened by the gate agent. The announcement for the Flight Attendants to disarm the doors for arrival was made. The EMS personnel came on board, as well as the Inflight Supervisor and Station Manager. The All Call was done, the Paramedics informed the Captain it would be better to allow the passengers to deplane first and then transport the Lead Flight Attendant from the plane when it was empty, The Captain made an announcement to the passengers that they may deplane and the passengers deplaned.

Then all 5 of us, the flight attendants working the flight were transported to the Emergency Department at Broward Health Medical Center.



Richelle Parks
Spirit Flight Attendant NKS 265

To the best of my recollection when the turbulence hit we were doing initial cabin compliance checks. I was going forward from the aft with trash bag and Robert G. had come to the back to get a pair of sunglasses a pax had left behind so he could give them to a gate agent upon arrival. Bernard was in the aft galley. Robert G. and I were approx around row 34/35. We were thrown into the air and slammed back onto the floor then shaken a bit. We landed on top of each other; I immediately could see severe damage to his foot/leg area. We mobilized ourselves in between the seats until we felt the shaking was finished. From what I could see Bernie had moved from the galley floor to his jump seat and was also injured. I could not stand or put weight on my ankle and felt like I was going to pass out or vomit or both. I crawled back to the aft galley interphone and called the captain to inform him of situation and request medical personnel on ground. Mary F. called back just then to see if we were ok...I asked her to call for medical personnel and informed her all 3 were injured and we were sure Robert's leg was broken. We stabilized Robert in the middle of the aisle. Bernie was in his jumpseat and I crawled to additional jump seat in aft for landing. I was not aware of any pax injuries.

Mary Freda
Spirit Flight Attendant NKS 265

Upon Initial approach to FLL on flight 265 I was FA E and at row 2 collecting trash and checking seat belts when we hit an air pocket. I was thrown in the air and landed on ground. I saw FA B on the floor near exit row. All passengers appeared seated. I was injured was taking a minute to get up. A passenger was apparently in lav a so I got up to assist passenger. Jim Morey was in 2d he had a hard time walking so I got him to seat. Captain called asked if we were ok FA B Robert was up so I said we hit the ground but I'll check in the back. I called and FA D Ricki Parks informed me that FA A Robert was down with a broken leg and both she and FA C Bernie were injured. I called captain then asked for medical help. Robert FA B came up and made final announcements while I got ice for Mr. Morey. I checked in the back where a firefighter was assisting the FA A who couldn't move. Ricki and Bernie were ok and Martha Harold was nonreviving and was up assisting. The landing gear was down and Robert B were trying to secure cabin and galley. We needed to sit fast so Martha Harold who was sitting near F2 jumpseat gestured she would sit in it while Robert and I hastily sat in front jumpseats. We



assumed that FA in rear where seated. After door opened and disarmed Paramedics boarded. We decided to deplane then remove injured FA. I realized that I needed medical attention and we all went to hospital.

Martha Harrold

Spirit Flight Attendant (Non-Revenue NKS 265)

I (Martha Harrold) ACY-66042 was non-revving on flight 265 ACY-FLL on Dec 5th. Approximately 10-15 minutes before landing we hit clear air turbulence. All five of the working flight attendants were up doing their final checks and securing the cabin for landing. I was sitting in row 7E when it occurred. I watched Mary Freda fall and ask the passengers in the aisle to help hold her until the turbulence ended. It took a couple of minutes for her to get up and I assumed she was injured. After checking on her and her reassuring that she was ok, I headed to the back because the lead flight attendant was still on the ground.

He was in tremendous pain, and we assumed that he had broken his leg due to its angle. The crew called for doctors or medical personnel to report to the aft to assist. I remained in the back with Robert in an attempt to comfort him since he was the most injured. Flight attendant Ricky was hurt as well. There was a doctor and nurse onboard who helped secure him during landing. Robert took over the lead position and moved to the front. The B and D jumpseats were unoccupied so I sat on the L2 J/S for landing. After blocking in, I disarmed the L2/R2 and L3/R3 doors to help my co-workers.

Elvin Vazquez

Spirit FLL Station Shift Manager

On Tuesday December 05, 2017 I was present upon the arrival of flight NK265- from ACY. The paramedics where in the jet way before the aircraft was at the gate. Once the aircraft door opened, the paramedics went onboard to immediately assist the flight attendants as to what the front end flight attendants gave them a quick brief of the incident and directed them towards the back of the aircraft to assist FA : Robert Guedez Rivas who was seriously injured on his ankle. Until then, all guests were seated waiting for the ok to deplane, however since Robert was in the back galley, the paramedics gave us the green light to deplane which the lead FA went ahead to begin the process. All guests were calmed, no one was noticed complaining or even asking what was going on. At the end of the deplaning process, it was observed a guest (MOREY/JAMES/WILLIAM Record: G8THVC) talking with one of the paramedics while he was still seated on 2D. I am not sure of what incurred in the conversation but I made sure I asked him when he was walking off the aircraft if he was ok and that if he needed assistance such a wheelchair to escort him out of the terminal, Mr. Morey answered



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that he was ok and that he will walk, he was also asked if he will need further assistance from the paramedics and Mr. Morey replied that he was ok, at this point the aircraft was empty of guests only the crew members were still onboard. I was able to hear the FAs talking to each other of who was going to the hospital with the paramedics as to what they all decided to be transported to the hospital. FA: Robert including two other flight attendants that were in the back with Robert, were assisted with an aisle chair through the cabin to remove them from the aircraft where the rest of the paramedics further assisted them with the stretcher.

Passenger Information

One passenger was in the lav at the time of the encounter but refused any medical treatment for EMS on arrival.