



Internal Memorandum

Date: 03/1/2018

From: Diana Rivera

Subject: NTSB Investigation: Flight 2023, 24-FEB-18, MCO-MSO A330-300- N817NW (3317)

On February 24th, 2018 around 12:30 CST while working flight. 2023 MCO-MSP at about 20,000-18,000 feet, after initial but before final approach we hit clear air turbulence. We had no warnings from the pilots as they did not get any notification in the flight deck. I was in the mid galley with Lisa Estok, Mitch Anderson, and flight leader Candace Palmer. All of us were standing as we were finishing up in the galley and getting ready to pick up trash and do the final cabin safety checks at 10,000 feet. We all got thrown violently to the floor towards the 2R door. I tried to grab the carts/carriers in the galley but was not able to do so. Candace fell by the 2R jumpseat head first, Mitch almost fell on top of her. I fell somewhat on top of Candi and Lisa partially on top of me. With trouble we got up and took the nearest jumpseat when we received the call from the aft galley informing Sabrina was on the floor and could not move. I managed to walk to the aft and found Sabrina laying on the floor by the 4R door. She was in severe pain and her face was bruised. Courtney was on the floor keeping her in place. She was conscious but could not move...we paged for medical assistance, a nurse practitioner and a Dr arrived but agreed there was not much we could do until we landed. Courtney landed on the floor with Sabrina to avoid her sliding during landing. Aileen, who was able to get to her 4L jumps and strap in, was communicating with the flight deck and the purser. Paramedics met the flight as requested and they put Sabrina on a wheelchair and took her to the hospital for treatment. The experience was pretty scary and we were shook up by the incident. We all got tossed in the mid and aft galley.

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

Regards,

Diana Rivera

Employee # [REDACTED]