



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

January 24, 2020

Attachment 3 – Flight Attendant Written Statements

OPERATIONAL FACTORS

DCA19CA081

Cabin FAIR Report 8461

Overview:

Summary ID: [REDACTED]

Title: CAB - Employee Illness/Injury - Turbulence Encounter

Employee:

User Name: [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Job Title: Flight Attendant

Processing:

Date/Time When Event Occurred: Wed, 13 Feb 2019 16:05 Z

Description

Aircraft Configuration:

Tail Number: N613CZ

Cabin Employee Information:

Position: A

Primary Duties During Time of Event: Flight Attendant

Cabin Equipment:

Galley Cart: Unsecured

Flight Attendant Activities/Duties:

Beverage Service: Yes

Flight Information:

Departure Airport, Runway and Gate: KSNA/SNA

Flight Number: 5763

Landing Airport, Runway and Gate: KRNO/RNO

Illness/Injury Event:

Cabin Crew: Injury

Location Where Injury Occurred: Cabin

Passenger: Injury

Narrative:

I was working FA-A. Prior to boarding the plane, the captain mentioned it would be a bumpy flight. Approx. 30 min. past sterile phase, the captain phoned and gave approval that it was safe to get up. The seatbelt sign was remained on. I began servicing 1st class passengers, taking their beverage/meal selections. I placed tablecloths on tray tables, and served beverages. I started serving meals. While carrying a meal to passenger in 2A, I was between the forward galley and Row 1 when the plane suddenly nosedived. Due to the sudden drop, I dropped the tray, which shattered in the aisle. I grasped onto the wall (located next to galley bin 210) with my right hand, while with my left hand I was able to grab the corner of the jump seat and hold on. I was facing all passengers and could see clear to the back of the plane. I observed FA-B [REDACTED], fly up and violently hit the ceiling and come back down. The galley bin cart had tumbled to where I could no longer see her. The plane then nosedived again and I saw [REDACTED]

hit the ceiling again and the galley bin cart also became airborne. It ultimately settled in a tilted direction of 5C. I saw passengers in the main cabin heads come up, as if they did not have had their seatbelts secured. It seemed all passengers were screaming, as if they were in pain and from terror. My body and head seemed to be shaken back and forth during this event and I'm not sure if I hit my head, but my vision became blurry and I felt dizzy. I felt my way to the phone. I attempted to call the pilots, however the phone on the other side of the galley, had fallen off the cradle. This rendered the phone I was using useless. I probably tried 2-3 times before I realized this was the issue. I put the phone on the other side of the galley back into the cradle. During this time, passengers started clearing the aisle and had brought the toppled galley cart forward. I held onto the galley cart with one hand and put on the brakes while on the phone with the pilot. The pilot asked if everything was ok. I told him we have injuries. Passengers were telling me, while on the phone, we had multiple injuries, including [REDACTED]. I asked the pilot where we're going to divert? He said he'd figure out where we'd divert and instructed me to try to find out how many were injured. I hung up the phone. I had ABPs in (1A & 1C) help bring the cart to the aft galley. I asked passengers to help clear the aisle and place items under seat. I began checking all passengers to see if they were ok and determine who was most injured. I came across a woman in 14C with her head and face were covered in blood. I ran back to my phone and paged for medical personnel on board. There was a nurse on board and I directed her to the injured passenger. She asked for the First Aid Kit, which I brought to her. I continued to check on other passengers. FA [REDACTED] was in the aisle and I asked if she was ok. She said she was ok, but shaken up. She said she would stay with [REDACTED], as she was seriously injured and we felt it was best not to move her due to potential injuries. I told [REDACTED] I'd continue to check passengers and did a re-check of all passengers and how they were doing. At this time, the red emergency light came on, on the rainbow lights. I ran to my jump seat, buckled in and picked up the phone. The captain was on the phone and told me it was a planned emergency. He gave me the TEST items which were (turbulence), a yellow emergency, make sure to have ABPs secure Felicia for landing, and we had 5-6 minutes until landing. He said medical would meet at the gate, have everyone remain seated so medical could come through the cabin to assess the injured. After I got off the phone with the pilot, I made an announcement to the passengers. I went to [REDACTED] and told her the TEST items and how many minutes remaining we had and to secure [REDACTED]. I walked down the aisle and made sure everyone was secured, with seatbelts fastened and again, checked to see if people were ok. I returned to my jump seat and made an announcement to please make sure seatbelts are securely fastened. When we touched down in Reno I announced, for passengers to remain seated to allow for medical personnel to get to injured passengers. Once we arrived, I opened the door. The gate agent asked if I was ok. I said I was shaken up. The medics arrived shortly after. They came through the aisle and assessed passengers. The pilots opened the door to the flight deck. This was the first time they were able to observe all the debris scattered everywhere and injured passengers. One of the medics told me it's ok for uninjured people to leave the plane to make room for more medics to enter. I made this announcement and first officer [REDACTED] assisted, as my words were a bit

scattered. All uninjured passengers deplaned. Then injured passengers and [REDACTED] were removed from the plane by medical staff.

Passenger:

Information: 14C

Phase of Flight:

Flight Phase at Start of Event: Cruise

Witness:

Information: There was a nurse on board, set number unknown. She helped provide first aid to passenger in 14C with head injury.

Reaction

Flight Status after Event:

Planned Emergency Landing: Yes

Cabin FAIR Report 8454

Overview:

Summary ID: [REDACTED]

Title: CAB - Employee Illness/Injury - Turbulence Encounter

Employee:

User Name: [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Job Title: Flight Attendant

Processing:

Date/Time When Event Occurred: Wed, 13 Feb 2019 12:45 Z

Description

Aircraft Configuration:

Tail Number: N613CZ

Cabin Employee Information:

Position: b

Primary Duties During Time of Event: Flight Attendant

Flight Information:

Departure Airport, Runway and Gate: KSNA/SNA

Flight Number: 5763

Scheduled Arrival Airport, Runway and Gate: KSEA/SEA

Landing Airport, Runway and Gate: KRNO/RNO

Illness/Injury Event:

Cabin Crew: Injury

Passenger: Injury

Narrative:

I was working FA-B and beginning my beverage service in the main cabin. We were expecting some bumps throughout the flight- nothing major. All of a sudden, I'm around row 7/8 when the next thing I know, my head hit the ceiling and I'm slammed to the ground along with the beverage cart. I have a moment to catch a breath when I'm slammed up to the ceiling a second time. Passengers help and grab the knocked over beverage cart and I scramble to an unoccupied seat and fasten my seatbelt. Once we know everything has smoothed out, a couple first class passengers grabbed the cart and moved it to the forward galley, away from passengers, while I and helpful passengers clear the aisle of debris so we can stow the cart back in the back of the cabin. [REDACTED] (FA-A) checked for injuries and we got the cart stowed in the back galley. There were two major injuries and [REDACTED] paged for medical. There was a nurse on board who assisted with the head injury and I assisted our line checker ([REDACTED]) who was laying in the back galley. [REDACTED] thought her arm and hips were shattered and we felt it was best to not move her due to pain and potential spine/neck injury. We received an emergency call from the pilots for a planned emergency. We were landing in Reno, emergency

medical was meeting us after an expected normal landing and we'd be on the ground within the next 5-6 minutes. I secured my galley, and [REDACTED] did the same. I talked to [REDACTED] as she was laying on the galley floor and straddled her with my legs to secure her. I engaged her and asked questions to make sure she didn't fall asleep and that she was fully conscience. We landed and medical boarded and took care of in need passengers. Passengers remained seated while medical assisted until we were given the okay to deplane passengers.

Phase of Flight:

Flight Phase at Start of Event: Cruise

Reaction

Flight Status after Event:

Planned Emergency Landing: Yes