



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

December 11, 2019

Attachment 1 –Crew Statements

OPERATIONAL FACTORS

DCA19CA091



Internal Memorandum

Date: 2/25/2019

To: [REDACTED], Regional Director & Chief Pilot – NYC CPO
[REDACTED], Regional Director & Chief Pilot – MSP CPO
[REDACTED], Regional Director & Chief Pilot – MSP CPO

From: Captain [REDACTED]

Subject: II19-007 Flight Safety/NTSB –F/A Injury: DAL957 17-FEB-19 BZN-ATL B-737-832 N3730B (3730)
CAP: [REDACTED] FO: [REDACTED]

This statement is provided at the request of the Chief Pilot's Office and the NTSB.

I was the Captain and pilot flying on DAL 957 from BZN to ATL on 17 FEB 2019.

During the cruise phase of the flight, we encountered turbulence that resulted in an injury to the flight attendant seated in the aft galley area.

During cruise phase of flight at FL350, approximately 100nm northwest of NEWBB, ATC advised DL 957 that moderate turbulence was reported at FL350. After receiving this information, we requested to leave FL350 and begin our descent early. ATC was unable to provide an early descent due to traffic.

Ten minutes before the top of descent, I made the initial descent PA and turned the fasten seatbelt sign to "ON" to best prepare for the expectation of turbulence. At that time, I also instructed the flight attendants to stop their service and take their seats because the weather in the ATL area was expected to be unstable during the descent phase.

At or about ten minutes after our initial request for lower, ATC cleared us to descend to FL250 and assigned the CHPPR arrival. At or about NEWBB, and shortly after departing FL350 for FL250, at FL345 we experienced two rapid-bumps of light-moderate turbulence. In response, I immediately slowed the aircraft speed to 280KIAS and called the flight attendants and learned that the flight attendant in the aft galley had been injured. I then quickly slowed the aircraft further to, approximately 250KIAS and increased the descent rate in order to get out of the turbulence. DAL 957 experienced continuous light turbulence to FL180 and after slowing, we provided approach control a PIREP.

I acknowledge release of this statement to the National Transportation Safety Board (NTSB) and Delta Flight Safety.

Regards,

Captain [REDACTED]
Employee [REDACTED]
(Signature on file)



Internal Memorandum

Date: 2/26/2019

To: [REDACTED], Regional Director & Chief Pilot – NYC CPO
[REDACTED], Regional Director & Chief Pilot – MSP CPO
[REDACTED], Regional Director & Chief Pilot – MSP CPO

From: First Officer [REDACTED]

Subject: II19-007 Flight Safety/NTSB –F/A Injury: DAL957 17-FEB-19 BZN-ATL B-737-832 N3730B (3730)
CAP: [REDACTED]; FO: [REDACTED]

This statement is provided at the request of the Chief Pilot's Office.

Well before our top of descent, we expected light and occasional moderate turbulence into ATL based on ATC reports, as well as the Flight Weather Viewer app.

In anticipation of the potential turbulence, we illuminated the seat belt signs early and the captain called the flight attendants on the interphone, advising them to discontinue their service early, stow their galley carts and to take their seats.

At approximately 5 minutes before the calculated top-of-descent point (our standard procedure), I made a PA to the cabin and included a reminder to the flight attendants to discontinue their service and to be seated.

Almost immediately after beginning our descent from FL350, we encountered two distinct, strong (light to moderate) bumps of turbulence. The radar was on and showed no returns. Shortly thereafter, I called the flight attendants to make sure they were "OK" and that's when we were informed one flight attendant had fallen down and was injured. Turbulence after that event was light, with occasional moderate all the way to landing, as expected.

We sent an ACARS message to dispatch after the event requesting they have a paramedic meet the airplane at the gate in ATL to assist the injured flight attendant.

I acknowledge release of this statement to the Delta Flight Safety and the National Transportation Safety Board (NTSB).

Regards,

First Officer [REDACTED]
Employee [REDACTED]
(Signature on file)



Internal Memorandum

Date: 2/22/19

From: [REDACTED]

Subject: NTSB Investigation: Flight 957 (BZN-ATL), B737-800 (Ship 3730/N3730B), 17 February 2019

At top of decent the captain informed our customers and crew of our position and of the possibility of some turbulence as we continued our decent into ATL. I was in the forward galley and proceeded to pick up the FC class cabin and secure passenger service items in the galley. Shortly thereafter we experienced two hard bumps. I was able to secure myself by holding on to the handle next to the 1R door. A few minutes later flight attendant [REDACTED] called from the aft galley notifying me that [REDACTED] the other flight attendant in the aft galley was hurt.

[REDACTED] (1Li) flight attendant remained in the forward galley and I told him I was proceeding to the back galley to assess conditions and notify the captain. Reaching the aft galley I found [REDACTED] on the back double jumpsuit being assisted by two medical doctors and [REDACTED]. [REDACTED] appeared to have hurt her back, was alert and conscious. I returned to the forward galley and called the captain, informing him of the situation and that medics needed to meet the flight. I relayed information concerning [REDACTED] and that two medical doctors were assisting her. I continued to check on the situation and kept the captain informed. I provided O2 to the physicians assisting [REDACTED] per their request. I also provided [REDACTED] with a bag full of ice.

Preparations continued to prepare the cabin for landing and communication between cabin and flight deck crew continued. Once at the gate medics boarded the aircraft and proceeded to the aft of the aircraft, then customers began to deplane. The flight was met by IFS supervisors and ACS red coat.

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

Regards,

[REDACTED]
[REDACTED]



Internal Memorandum

Date: 2/25/2019

From: [REDACTED]

Subject: NTSB Investigation: Flight 957 (BZN-ATL), B737-800 (Ship 3730/N3730B), 17 February 2019

My proper jumpseat which was 1Li

As we were making our way back to ATL from BZN the captain made a PA stating that he was expecting some turbulence on our decent and that he was going to ask the flight attendants to wrap up things a little early and put the carts away and begin final preparations. The flight leader and I were up front in the front galley and the two ladies were in the back. I was seated on the front jumpseat when we encountered some turbulence and it gave me a pretty good jolt. Thankfully I was seated taking a minute break as I had just completed the service and picking up the cabin trash. While seated we experience quite a hard bounce and it scared me. It threw my body almost off the seat.

Shortly thereafter the flight leader got a call from the back that one of the two ladies was hurt. [REDACTED] was seated up front in first class and I took it upon myself to go up to him discreetly and ask him to come to the forward galley. He was not quite sure what I wanted but he complied. Once in privacy, I shared the situation and asked him to go back and check on our fellow crew member which he did immediately. He stayed in the back until we arrived in ATL supporting her.

I am not aware of exactly what happened as I stayed up front to take over for the flight leader [REDACTED] so that he could be involved in the back where the injured FA was. I made sure the front galley was secure, all coats returned to passengers and that the passengers were prepped for our landing then I took my seat.

To my knowledge, I am not hurt.

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

Regards,

[REDACTED]
[REDACTED]



Internal Memorandum

Date: 2/22/2019

From: [REDACTED]

Subject: NTSB Investigation: Flight 957 (BZN-ATL), B737-800 (Ship 3730/N3730B), 17 February 2019

We were on a return leg from BZN back to ATL. Departure was on time and the flight other than several pockets of slight turbulence had been uneventful. [REDACTED] and I were working – 2L & 2R – the back galley. We had just completed our second service and were awaiting the initial descent notification. As we got closer back to ATL at approximately 19:05 the captain came over the PA and announced that we were beginning our descent into ATL and that we would be “experiencing light turbulence during our descent”.

Immediately after hearing this announcement [REDACTED] and I were beginning to prepare the galley for landing when we were hit with severe turbulence. [REDACTED] and I immediately looked at each other and said, “this is not light turbulence”. Before we could complete our sentence, we were hit by another larger jolt of turbulence and the plane began to fall and both of us were thrown into the air. I hit the ceiling of the galley and was then flung to the galley floor landing on my back. I began screaming in pain and hit the floor so hard that I peed myself.

[REDACTED] had also been thrown to the floor but was able to regain her feet and began checking on me. She along with two passengers who were doctors began assisting me as did [REDACTED] (VP Delta) who was a passenger on the flight. They were able to get me into a seat in the last row for landing. Upon landing the flight was met by paramedics. All passengers were asked to remain in their seats so that they could get me off first. However, once the paramedics assessed me and unsure of the severity of my injuries the paramedics decided to let the passengers deplane and then deal with me. After the plane was cleared the paramedics placed me on a board and were eventually able to maneuver me off the plane and onto a stretcher. I was then carried to an ambulance and then to Piedmont Hospital.

It was determined that I suffered a broken back – more specifically a L1 compression fracture. I am grounded until I am cleared to fly again. If you have any questions, please let me know.

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

Regards,

[REDACTED]



Internal Memorandum

Date: 02/24/2019

From: [REDACTED]

Subject: NTSB Investigation: Flight 957 (BZN-ATL), B737-800 (Ship 3730/N3730B), 17 February 2019

On February 17, 2019, I was working flight 957 from BZN back to ATL. I was in the back of the aircraft seated at 2L and [REDACTED] was working at 2R in the back galley. Our other flight attendants [REDACTED] and [REDACTED] were positioned at 1L and 1R in the forward galley. The flight had been pretty routine we had completed both beverage and snack services and had picked up most trash in the cabin. We had experienced some light turbulence, but nothing too concerning at this point. We had stowed our carts and had latched our carriers in the galley and were completing our normal tasks at this phase in the flight anticipating landing in about 40 minutes. At approximately 7:05pm, the Captain came over the PA system and announced that we were going to start our initial descent in about 10 minutes. He stated that Atlanta had some fog and light rain and that we would be experiencing some "light turbulence during our descent". He asked that the flight attendants go ahead and stow our carts and take our seats and strap in.

As soon as the Captain had completed his PA, we hit what I believe to be SEVERE turbulence! We had no time to even strap our seat belts on! We hit the first pocket of turbulence and I remember saying, "this is NOT light turbulence!" At that point, we hit a much larger pocket of turbulence. [REDACTED] and I both went flying toward the ceiling of the back galley. I instinctively threw my right arm above my head which prevented me from hitting my head on the ceiling. I remember [REDACTED] hitting the ceiling and both of us came crashing back down to the galley floor. We encountered a few lighter bumps. [REDACTED] was not moving and was moaning. I crawled over to her on the galley floor to try and help her, knowing that she was severely hurt. Two passengers that were seated at row 32D and 32E, hearing our screams and [REDACTED] moaning, came crouching down towards us in the back galley. Still on the floor and trying to attend to [REDACTED], I told the passengers to get back in their seats and strap in. They identified themselves as doctors and said they could help. I told them she was severely injured! I crawled back to my jumpseat at 2L and called [REDACTED] and [REDACTED] up front for help. I told them [REDACTED] was very badly injured. I am assuming either [REDACTED] or [REDACTED] called the Captain and informed him of the situation. [REDACTED], sought the help of [REDACTED], our VP Inflight Service Operations, who happened to be on our flight at 3D. [REDACTED], [REDACTED] and [REDACTED] came to the back galley to assist. [REDACTED] stated to me that she could not breathe and had peed on herself. The color had drained from her face and she appeared to be clammy and I thought she was possibly going into shock. I asked [REDACTED] if she could get in her Jumpseat? She said no. I stated that we needed to get [REDACTED] to the empty row of seats at row 33. We moved [REDACTED] to the empty row, strapped her in and put the oxygen mask on her. Trying to keep her as comfortable as possible until we landed, I put my coat under her head and wrapped her up in blankets. We gave her 600mgs of Ibuprofen at this point. [REDACTED] landed across the aisle at row 33C holding the Oxygen bottle for [REDACTED]. By this time we were on final descent into ATL. I strapped myself into my jumpseat to prepare for landing.

Upon landing into Atlanta as we were taxied in, the Captain called to state that our gate was occupied and that the plane that was there would not be pushing back for 7 minutes. I informed the Captain that [REDACTED] was very badly injured that we needed paramedics and to ask if there was any way we could get a different gate, to which he did and we taxied to the D concourse. Passengers stayed seated so that paramedics could board the flight first. The paramedics assessed [REDACTED] and due to her injury put her on a back board after passengers had deplaned and took her by ambulance to the hospital.

[REDACTED], [REDACTED] and I, shaken from the incident, walked to our next gate to Raleigh/Durham at E concourse and another flight attendant was sent to replace [REDACTED]. Thinking I was ok and my adrenaline still pumping, I continued on my trip to Raleigh, Flight 2353. Upon waking up late on the morning of the 18th, I

was so sore and felt as if I had been in a car accident. I determined that it would be best if I got off of the trip and that I did need to be checked out after this traumatic event. I was seen by a doctor and x-rayed. It was determined that I had suffered impingement and unspecified injuries to my right shoulder and rotator cuff and strained muscle, fascia and tendons in my back.

■■■■■ suffered a broken back.

In my opinion, this was not "light turbulence" as the Captain stated or even moderate. This felt like severe turbulence!

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

Regards,

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