



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

December 4, 2019

Attachment 1 –Crew Statements

OPERATIONAL FACTORS

DCA19CA206

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: f9 flight-crew-submitter-incident
Date: Tuesday, August 27, 2019 9:27:43 AM

Incident Type: flight-crew-submitter-incident

Report Number: 13715

Last Name: [REDACTED]

First Name: [REDACTED]

Employee ID: [REDACTED]

Employee Base: DIAFLT

Job Title: Captain

Event Date-Time: 2019-08-27 13:14:00Z

Aircraft Type: A320-251N

Tail Number: N328FR

Flight Number: 461

Departure: KMSP/MSP

Arrival: KDEN/DEN

Narrative: Descent to den through 15,000. Became aware of possible turbulence by visually acquiring contact with singular cumulus (top approx. 15000'). Speed was previously assigned "best forward". I (pm) notified flight attendants to take their seats and pf slowed to 250kts. Moderate turbulence was encountered for less than 10 seconds and the flight continued in smooth air until touchdown. I called flight attendants after exiting turbulence and they reported everyone was seated and ok. Minutes later, the flight attendants called flight deck and reported [REDACTED] injured her ankle while getting seated. Dispatch was notified and EMTs met the aircraft to address ms. Custy's injured left ankle.

Object ID: [REDACTED]

Date e-mail sent: 8/27/2019 8:27:31 AM

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: f9 cabin-submitter-incident
Date: Tuesday, August 27, 2019 7:42:40 PM

Incident Type: cabin-submitter-incident

Report Number: 15787

Last Name: [REDACTED]

First Name: [REDACTED]

Employee ID: [REDACTED]

Employee Base: DIAFLT

Job Title: NOT FOUND

Event Date-Time: 2019-08-27 14:00:00Z

Aircraft Type: A320-251N

Tail Number: N328FR

Flight Number: 461

Departure: KMSP/MSP

Arrival: KDEN/DEN

Narrative: While [REDACTED] was doing the final descent announcement the captain called back to say "be cautious". After she was done with the announcement, I called back to relay the message and soon as I hung the phone up the plane hit crazy turbulence. As soon as turbulence was done the captain called and said it should be good to finish preparing the cabin for landing, and once again i relayed the message to the back when [REDACTED] notified me of [REDACTED] being down, with a possible broken ankle. Then I notified the Captain that [REDACTED] was down and we needed EMT's at the gate. After we got [REDACTED] in the back row, [REDACTED] and I thought about who was on board to sit in [REDACTED] jump seat for landing, and we remembered that we had a frontier dispatch employee in the exit row. I do know Kevin had him come to the back. (but I am not sure if he sat in the jump seat or not, but he was in the back during deplaning) The Captain was very present (well as much as he could be during landing) soon as we got on the ground, he called to make sure she was okay, and even asked to talk to her. Soon as we got to the gate the captain went to talk to [REDACTED] as soon as he could. We disarmed the doors, then the EMT's and an inflight manager on board before we started deplaning.

Object ID: [REDACTED]

Date e-mail sent: 8/27/2019 6:42:28 PM

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: f9 cabin-submitter-incident
Date: Wednesday, August 28, 2019 6:42:47 PM

Incident Type: cabin-submitter-incident

Report Number: 15811

Last Name: [REDACTED]

First Name: [REDACTED]

Employee ID: [REDACTED]

Employee Base: DIAFLT

Job Title: Flight Attendant

Event Date-Time: 2019-08-27 19:00:00Z

Aircraft Type: A320-251N

Tail Number: N328FR

Flight Number: 461

Departure: KMSP/MSP

Arrival: KDEN/DEN

Narrative: Sudden turbulence caused me to lose my footing while stepping towards my jumpseat. My lower left leg bent in an unnatural position and I was unable to take my seat, but went to floor. FD [REDACTED] found me on the floor when he returned to aft galley. He helped me to seat 31C and contacted the CAPT. He arranged for F9 employee [REDACTED] to monitor my condition and keep me calm until arrival to gate. He also provided ice to reduce swelling and a trash bag as requested for possible nausea.

Object ID: [REDACTED]

Date e-mail sent: 8/28/2019 5:42:25 PM

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: f9 cabin-submitter-incident
Date: Tuesday, August 27, 2019 8:57:46 AM

Incident Type: cabin-submitter-incident

Report Number: 15784

Last Name: [REDACTED]

First Name: [REDACTED]

Employee ID: [REDACTED]

Employee Base: DIAFLT

Job Title: Flight Attendant

Event Date-Time: 2019-08-27 06:50:00Z

Aircraft Type: A320-251N

Tail Number: N328FR

Flight Number: 461

Departure: KMSP/MSP

Arrival: KDEN/DEN

Narrative: Double chimes were given indicated final descent into Denver. FA-B was giving arrival announcement. Capt notified FA's via interphone to expect turbulence. Moderate turbulence was experienced with a drop. I was mid cabin completing my compliance check when turbulence occurred. I secured myself in an empty seat in row 13. When turbulence subsided, I resumed my duties in preparing the cabin for arrival. I noticed that FA-B was laying on floor of aft galley. I immediately went to the aft galley and FA-B informed me that she was trying to get into jumpseat, but due to turbulence and drop, she "landed wrong on my foot and it wouldn't move". She lowered or fell to floor in galley. She is unsure if she fell or guided herself. She was able to get herself off the floor and secured in a seat with seatbelt. She was unable to bear any weight on left foot. Capt informed by FA-A of flight attendant injury and inability to be in assigned jumpseat; EMS was also requested to meet plane. Care of FA-B handed over to EMS upon their arrival to FA.

Object ID: [REDACTED]

Date e-mail sent: 8/27/2019 7:57:34 AM