



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

January 8, 2020

Attachment 1 –Crew Statements

OPERATIONAL FACTORS

DCA19CA208



Internal Memorandum

Date: 9/12/2019

To: Captain [REDACTED], Regional Director & Chief Pilot – ATL CPO

From: Captain [REDACTED]

Subject: [REDACTED] Flight Safety/NTSB – F/A Injury: DAL805 26-AUG-19 ATL-ORD MD-88-88 N911DL (911)
[REDACTED]

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

I was Captain on DAL805 from ATL to ORD on 26-AUG-19.

We were flying the WATSN arrival into ORD. We could see an area of visible cumulus along our path that was not painting on our radar, nor showing any turbulence of note on the flight weather viewer. On the arrival, the preceding aircraft deviated right of "HULLS" due to weather. After our discussion of the weather, we requested and executed a deviation right of "HULLS" as well.

Adhering to FOM guidance, I contacted the flight attendants and instructed them to take their jumpseats. While I was on the interphone, the aircraft in front of us reported moderate chop through the small area of cumulus. F/A [REDACTED] was the one who picked up the interphone and I explained that we were going to experience some moderate rough air in about three minutes and once we were through it, there would be about five minutes before landing for them to safely perform a final walk through the cabin, if necessary, but instructing everyone to take their seats for now.

We deviated as much as we could but went through the area and experienced 10 to 15 seconds of moderate turbulence. Upon exiting, we immediately filed a PIREP with approach, just as the aircraft in front of us did. My best practice is to keep the interphone volume on softly in the background to enhance my situational awareness in the cabin. I overheard F/A [REDACTED] call and tell the Flight Leader that he had fallen and was in a lot of pain. I gave the radios to F/O [REDACTED] and joined the cabin communication. F/A [REDACTED] said he could get himself to his seat to buckle-up, but he would need medical evaluation after arriving in ORD. I sent an ACARS message to Dispatch to inform the company and contacted ORD operations to coordinate EMS for us at the gate on arrival.

Upon arrival at the gate in ORD, EMS met the aircraft. The Flight Leader and I took time to evaluate the situation with EMS who explained they didn't believe there was any fracture, and that F/A [REDACTED] was medically cleared to fly, but not as a crew member (which we all agreed on). EMS stabilized the ankle with a brace and said he should get it checked when he returned to his home. We proceeded back to Atlanta with another F/A joining us to complete our crew.

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

Regards,

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



Internal Memorandum

Date: 9/13/2019

To: Captain [REDACTED], Regional Director & Chief Pilot – ATL CPO

From: First Officer [REDACTED]

Subject: [REDACTED] Flight Safety/NTSB – F/A Injury: DAL805 26-AUG-19 ATL-ORD MD-88-88 N911DL (911)
[REDACTED]

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

I was the First Officer on flight 805 KATL-KORD.

On arrival in to KORD, we heard reports from proceeding aircraft and ATC of moderate turbulence along our route. Once getting more information about the upcoming turbulence, Captain [REDACTED] called the flight attendants in the cabin and instructed them of the turbulence report and to take their jumpseat. We also tried to mitigate the turbulent weather area by deviating to a fix farther down on the arrival. Unfortunately, we were unable to avoid all the weather and encountered about 10 to 15 seconds of the moderate turbulence.

Soon after we exited the turbulent air, we received a call from the cabin. As I was the flying pilot at the time, Captain [REDACTED] took the call. After the call he gave me a brief update and had me set up for the approach. He then contacted the company and operations in KORD to inform them of the situation.

Once on the ground I learned the severity of the injury as we had emergency personnel meet the aircraft. Apparently as the flight attendant was walking back to their aft jumpseat we encountered the turbulent air and then lost their balance and twisted their ankle.

The emergency crew met our aircraft at the gate and examined their ankle and indicated it was a sprain and placed it into a brace. The flight attendant was cleared to deadhead back to Atlanta to seek additional medical attention.

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

Regards,

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



Internal Memorandum

Date: 08/27/2019

From: [REDACTED]

Subject: NTSB Investigation: Flight 805 (ATL-ORD), MD-88 (Ship 911), 26AUG19

On initial descend we were advised of some turbulence ahead of landing. We started preparations as soon as possible and took our jumpseats. I was at the tailcone, but unfortunately i was millisecond too late and heavy turbulence sets in, i was unable to get to my jumpseat and i basically twisted my ankle in 180 degrees. I was able to immobilize with the help of my crew and coordination with flight deck. Passengers also helped me for a few seconds to keep me down but it was so severe that my ankle twisted beyond twisting sort of speak. EMT met me upon deplaning and i they put a compression band on and send me back to Atlanta were I got medical attention at the ER where they found by x-rays of my fractured ankle.

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

Regards,

[REDACTED]
Employee # [REDACTED]



Internal Memorandum

Date: 08/27/2019

From: [REDACTED]

Subject: NTSB Investigation: Flight 805 (ATL-ORD), MD-88 (Ship 911), 26AUG19

During the primary turbulence event when my co-worker was injured I remember it began near initial descent. I was in the aisle with a gray trash bag around aisle 13-14 when one of the other FA's came up to tell me that the Captain had stated they needed to take their seats as they were about to encounter turbulence. I went forward to drop off the gray bag and then continued to the front of the plane to take my seat. She stated before she could get to her seat the turbulence hit suddenly and I fell for a second time. I had tripped earlier on a passenger's foot during the service. I fell around the center of the aircraft. I may have still been affected by the first fall which made me more apt to fall when the turbulence hit. I did not sustain any additional injury with the second fall. I recall the turbulence lasted about 30 seconds or less. Once the turbulence was over, I was able to get up and get to my jump seat to buckle in. I was seated in the 2L jumpseat. I remained in my jumpseat as the cabin had been prepared for landing. I did not know the other FA was injured until the flight leader called back to check on them both. The injured FA stated on the phone that he thought he had broken his foot. Paramedics met the flight in ORD. Me and the purser assisted the injured FA with a wheelchair when we arrived in ATL as there was no one there to meet and assist the flight. The other FA assisted the injured FA to the ER.

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

Regards,

[REDACTED]
Employee [REDACTED]



Internal Memorandum

Date: 08/27/2019

From: [REDACTED]

Subject: NTSB Investigation: Flight 805 (ATL-ORD), MD-88 (Ship 911), 26AUG19

We had finished service and were done putting away the galley. Captain indicated that turbulence was coming in three to five minutes based on reports from a plane ahead and instructed us to take our jumpseats. FA [REDACTED] was almost at the tail one when we hit a very rough spot of turbulence which lasted about five seconds. His ankle twisted 180 degrees as a result. The plane was met by EMTs in Chicago who wrapped his ankle and said he could travel back to Atlanta as a deadhead. A Chicago Field Service Manager found another crew who was deadheading in the morning and one said they could work the flight back to Atlanta. [REDACTED] has contacted [REDACTED] and went to their recommended ER when we returned back to Atlanta.

Captain [REDACTED] was extremely involved and helpful in this situation. He called the tower and made sure EMTs were there to meet the flight.

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

Regards,

[REDACTED]
Employee # [REDACTED]