

NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

July 30, 2020

Attachment 3 – Dispatch Statements

OPERATIONAL FACTORS

DCA20CA038

[REDACTED]

From: [REDACTED]
Sent: Monday, December 23, 2019 03:47
To: [REDACTED]
Cc: [REDACTED]
Subject: Flight 3960/16 DFW-GNV

Captain [REDACTED],

I was instructed to send you my knowledge regarding flight 3960 on December 16th from DFW to GNV. The original planning of the flight's route did not have any indications of turbulence. After takeoff a sigmet appeared enroute over Louisiana. I sent the sigmet information to the crew. Shortly after the sigmet appeared, the flight was routed south of the original routing by ATC. After following the ATC reroute past Louisiana, the crew sent an acars stating that they passed through some sever turbulence, a passenger has a head and neck injury, there is no need to divert, and to have medical personnel waiting in GNV. I sent an acars message back to the crew requesting passenger information and whether or not there was a doctor on board. I contacted GNV and advised them to have medical personnel standing by for the flight's arrival. The crew sent an acars back stating no doctors on board and the passenger was Charlotte Lake seat 12a, age 56, female, small knot on her head experiencing neck and back pain. I advised the crew to contact dispatch after they land for a debrief with supervisors. This occurred during my passdown to Wayne and I was unable to stay for the remainder of the flight. If you need anything else from me please let me know. I will be out for the remainder of the business week to visit family but I will attempt to check my emails.

Best regards,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Sunday, December 22, 2019 11:28
To: [REDACTED]
Cc: [REDACTED]
Subject: Statment Regarding ENY 3960/16 DFW-GNV

Captain [REDACTED]

I was asked to provide you a statement regarding any turbulence, PIREPS, WX, ect. for ENY 3960/16 DFW-GNV. I was the relief dispatcher for ENY 3960/16 DFW-GNV and had joint operational control with the Captain of ENY 3960 approximately over Mississippi, east of line of weather, continuing towards its destination.

ENY 3960, that encountered severe turbulence and injured a passenger occurred before turn over by [REDACTED]. I can report what information I received during pass-down. There was no turbulence plot or PIREP in the area of the event in the vicinity of LCH. However, the flight intersected Govt Convective SIGMET 32C, valid until 2055Z. Once flight landed in GNV, I conferenced the SOC SUP, [REDACTED] with Captain [REDACTED] who reported the incident and disposition of injured passenger. Then I entered a post flight RH for ENY 3960/16 DFW.

Additionally, I later learned from [REDACTED] that ATC had given ENY 3960 DFW-GNV a re-route while flying through SIGMET 32C. I do not know the details of the issued ATC reroute.

Please feel free to contact me for any further clarification of my statement.

[REDACTED],
Envoy, SOC, Dispatch