

NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

July 30, 2020

Attachment 2 – Flight Attendant Statements

OPERATIONAL FACTORS

DCA20CA038

Statement of [REDACTED], the Flight Attendant for Envoy Flight 3960, DFW to GNV on December 16, 2019.

Ms. [REDACTED] is an Envoy DFW Based Flight Attendant

I made a PA after the Captain called me and said we would be experiencing turbulence. I completed my beverage service and did a compliance check. The passenger in 12A had her seatbelt on with an extender and was comfortably secured in the seatbelt. I saw this when I asked her was she comfortable, when doing a compliance check.

The Captain then made several PAs stating that we would experience turbulence and to remain in their seats. After the first turbulence hit, the deadheading flight attendant sitting in 16A made a PA asking everyone to please make sure they are secured in the seatbelt. She made the PA because she was sitting right by the interphone. There was two bumps and almost everyone hit their heads, but were OK.

[REDACTED]

Statement of [REDACTED], Deadheading Flight Attendant on Flight 3960 DFW GNV on December 16, 2019.

Flight Attendant [REDACTED] is an Envoy DFW based flight attendant.

Flight 3960 American Eagle (Envoy) encountered major turbulence in route to GNV Florida. The working flight attendant had completed her beverage service and was sitting in the back of the aircraft at seat 16 B and C when the aircraft hit the major turbulence. Objects and service items were blowing in midair around the cabin. The turbulence lasted about 10 to 15 minutes. And then a second round of the turbulence started again within 5 minutes apart.

The Captain contacted the working flight attendant to make sure the passengers and crew were OK. A passenger sitting in seat 12A developed injuries to her head and neck. The working flight attendant contacted the Captain to inform him that we will need medical to meet our aircraft when we land in GNV Florida. A passenger sitting in seat 7A developed stomach problems; but refused medical attention. All of the procedures were followed under the Turbulence issues.

[REDACTED]