

# National Transportation Safety Board

Office of Aviation Safety

Washington, DC 20594



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## **SURVIVAL FACTORS**

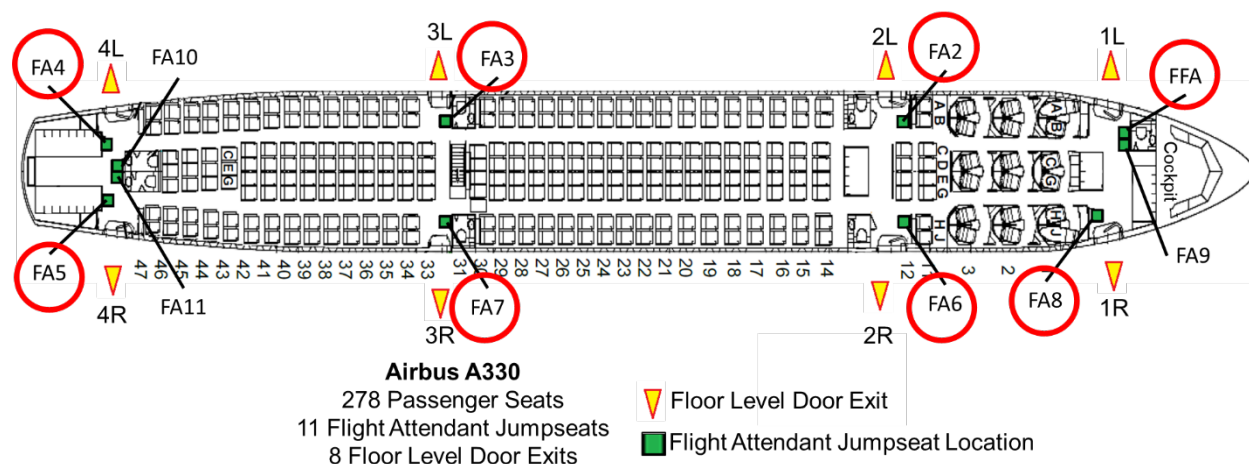
Specialist's Factual Report

ATTACHMENT 1: Flight Attendant Information Summaries

November 19, 2024

## A. Flight Attendant Locations

There were eight flight attendants (FAs) on the accident flight. They are identified based upon their seating position (see figure 1). The FAs provided postaccident statements to Hawaiian Airlines. Additionally Hawaiian Airlines conducted an operational debrief with the cabin crew on December 21, 2022, and the information obtained was provided to the NTSB.



**Figure 1** Layout of N393HA with identified flight attendant seating locations.

## B. Information Summaries

### Lead Flight Attendant (FFA)

About 45 minutes prior to landing FA 8 and FFA were in the middle of “closing up the cabin” (collecting remaining service items, personal large electronics and stowing carts for landing, etc.). The captain notified her that there would be turbulence during descent while she was standing by the 1R door. She “all-called” the entire cabin crew to notify them of the turbulence. During interphone call they experienced severe turbulence.

After the first jolt she fell, and she estimated she held onto the jumpseat for about 10 seconds. During turbulence all items that had not been stowed fell from the galley compartments. A galley cart was out in the forward galley and FFA used her foot to hold the cart up right. FFA saw FA 8 being thrown about, and galley cart was also being thrown about. Once the turbulence stopped, they quickly sat in their jumpseats and put their seatbelts on in case of any further turbulence. She made an announcement for passengers to go to their seats, fasten seatbelts, and secure children.

When she felt it was safe, FFA and FA 8 began securing the galley and picking up items as quickly as possible. They then walked through the cabin checking on crew and passengers and FFA was advised that passengers were injured, and

medical support was needed. She noted that the first half of the cabin (forward of row 20) did not appear to have any interior cabin damage but damage began aft of row 20. Two areas of cabin ceiling had impacts marks and a ceiling panel near row 34 had fallen off.

When she got the aft lavatory, she saw a woman bleeding and being assisted by a passenger with medical training. FA 4 and FA 5 were in their jumpseats and were also being tended to by passengers with medical training. FA 4 had head injuries and FA 5 was conscious but unresponsive to verbal prompts. When she was able to ensure that the cabin crew members were getting medical assistance, she returned to the forward galley. She notified the flight deck that they needed to be met by medical personnel on the ground, as over a dozen injured passengers needed assistance. FFA began coordinating with the other crewmembers to arrange deplaning of the most seriously injured passengers first. They illuminated the call light of those passengers.

The flight crew provided her a second notice about turbulence during descent and she made an announcement for all passengers and crew members to take their seats. Once on the ground they were met by medical personnel who boarded the airplane.

## **Flight Attendant 2 (Door 2L)**

FA 2 was in the mid-galley securing items when the turbulence hit. He felt "a couple little bumps." He said it "felt a little different than normal," and that "something didn't feel right." He reached out and grabbed the handhold and the intense turbulence hit. He was thrown into the air and hit the ceiling. He felt as if the airplane was taking a "down-left turn." It happened a second time and he hit the ceiling a second time. He said it felt like a nose-dive towards the left, and he heard screaming in the cabin.

After the turbulence ended, FA 2 reported to the forward galley where he noted the galley was "a mess" with service items all over. He quickly helped clear the aisle and then headed aft in the airplane. He found fellow flight attendants who were injured. The airplane damage was not as bad until row 20. Near rows 28,29, and 30 he noticed dents in ceiling panels. The further aft he went the worse the damage appeared. There was an irate passenger that the crewmembers had handled. FA 2 began assisting with medical needs and looking for ice packs. He made over 10 ice packs with any bags he could find onboard.

FA 2 coordinated with other FAs noting the seat numbers of injured passengers and turning their call lights on. A non-revenue Hawaiian Airlines captain assisted him, and he also noted that two other non-revenue FAs aiding in treating the injured.

After landing and opening the cabin door, FA 2 felt that the urgency of the first responders was not sufficient. He felt as if the first responders may have thought the crew was "overreacting" but their urgency increased as they realized how serious the injuries were. FA 2 assisted with deplaning the most seriously injured and the uninjured passengers were deplaned last.

### **Flight Attendant 3 (Door 3L)**

She reported that the turbulence occurred approximately 45 minutes prior to landing. About a minute before it hit, she was helping an unaccompanied minor buckle her seatbelt and was collecting agriculture forms. She brought the forms to the mid-galley and was standing next to FA 2 and FA 6. Without warning, they all flew towards the ceiling. They came down and went up again. She landed on the floor between the mid-galley and 2L lavatory.

She heard screaming and saw passengers in the aisle on the floor. She waited about 10-15 seconds and made her way aft to assess the situation and tell passengers to fasten their seatbelts. She recalls a baby in a child restraint and confirmed the baby was secured in the seat during the turbulence event.

Debris was everywhere along with broken pieces from the airplane. She saw passengers with head abrasions and FA 4 had blood running down her face. She tried to provide first aid by grabbing the first aid kit in the aft galley. She believed FA 7 made PA asking for medical assistance. Three passengers began providing aid to FA 4 and other passengers in her area. Off-duty FAs and an off-duty pilot were also aiding the passengers.

She went back to the mid-galley and she and FA 7 went down both aisles to assess who were the most seriously injured and turned on their call lights. She provided gauze to anyone who needed it. She had difficulty opening the packages of gauze. She then went and checked on the unaccompanied minor, and she was uninjured.

FA 3 worked with the non-revenue captain to remove a ceiling panel that was hanging down near row 36/37/38. They stowed it in the lower mid-cabin crew rest area. Florescent light panels, exit signs and lavatory signs also came down. She stowed them in the lavatories and cleared the aisles as much as possible to ensure nothing was obstructing egress during landing.

When the airplane landed, they disarmed the doors and announced for the passengers to remain seated while medical came onboard for those who were seriously injured. They worked with the paramedics and firefighters and sent them to the back of the airplane where the occupants seemed most injured. First responders did not enter with any aisle chairs had to go back off the plane in order to retrieve them. This delayed deplaning.

She felt deplaning was very organized and all other passengers complied with crewmember instructions. Upon leaving the airplane she felt back and shoulder soreness and realized that she might need to get medical treatment. She called her boyfriend to come get her and take her for treatment. She declined an ambulance as she felt they should be given to the passengers.

She stated that the unaccompanied minor who was seated in row 30 was not in a good place because the FAs did not have an adequate view of her from their jumpseats.

#### **Flight Attendant 4 (Door 4L outboard seat)**

She was standing by the 4L door jumpseat talking to FFA on the interphone while about 30 minutes from landing. They had already made final closing announcements and completed the initial compliance check. The FFA told her that captain had advised them of turbulence and then the airplane plunged down twice. She let go of the handset and felt her whole body hit the ceiling twice. She may have passed out. She landed on the floor and felt blood coming down face. She saw passengers on the floor and some oxygen masks had dropped. She noticed her co-worker was on the ground, a cart was out, and papers were everywhere. She crawled to her jumpseat to get in and buckle up. She wanted to use the interphone to call for help but her handset was broken into multiple pieces.

She unbuckled and crawled to the 4R jumpseat and picked up that handset to call for assistance. She heard screaming and realized that there was a passenger in a aft lavatory (airplane left) who was calling for help. She yelled out to passengers to return to their seats and buckle up. Her memory was very blurry she was in a lot of pain. She remembered a nurse with blonde hair who came by to take care of her. She also remembered being cared for by her fellow crewmembers.

She buckled in, and they landed safely. Upon landing, she was unable to move so she remained in her jumpseat. She heard that non-revenue pilots and FAs had also assisted. Passengers who were injured were wheeled off, and a passenger in 47B was yelling to paramedics saying there was one more person to take, referring to FA 4.

She was most concerned about lap children. She believed that there should be a review of policies and procedures for lap held children and that lapheld children should no longer be allowed on commercial air carriers. She believed it would be safest to require all children regardless of age, to be in their own seat secured in an FAA approved child restraint system.

#### **Flight Attendant 5 (Door 4R outboard seat)**

About 30 minutes before landing all FAs were conducting seatbelt compliance checks and collecting agriculture forms and trash. She was putting a seal on a galley cart in the aft galley and FA 4 was standing by her jumpseat. She felt the airplane drop and remembered trying to hang on to a handle on the back wall and the cart. There was violent shaking and the next thing she remembered she was on the floor looking at the cart in front of her, which was sideways on the floor. She heard FA 4 calling on the interphone for help. She also heard other FAs making medical assistance announcements. Passengers came and helped her sit up and secured her in her jumpseat. She thought she may have lost consciousness.

#### **Flight Attendant 6 (Door 2R)**

FA 6 was collecting agricultural forms and conducting compliance checks. The initial announcement was made for seatbelt compliance, and she returned to the mid-

galley. She heard an all-call alert but at that same moment she felt the aircraft shake and drop. She hit the wall then flew to the ceiling. She hit the ceiling and floor multiple times. Once turbulence subsided her ears were ringing, and her head was pounding. She thought she may have lost consciousness and was briefly unable to see.

She picked up trash and walked through the aisles checking on other crewmembers and passengers. She brought ice packs to passengers in need. She delivered ice to an irate passenger whose wife was injured. She attempted to defuse the situation to the best of her abilities. She stated that the passenger threatened her and was looking at her like he was going to assault her. That is when a non-revenue FA stepped in and assisted in defusing the situation.

She noticed how much help was being provided to the injured individuals by other passengers and FAs. She coordinated with other crewmembers and turned on the call lights of the most seriously injured passengers. She recommended this be as a standard operating procedure for future events.

Upon landing, she remembered going to the aft to check on her fellow FAs in the aft of the airplane. She helped with the deplaning of passengers by removing bags and helping to locate items. She helped the unaccompanied minor off the flight and escorted her to a gate agent.

She was very concerned about passengers' large aluminum water bottles which were thrown about the cabin. She believed they caused a lot of the damage and injuries during the event. A passenger advised her that he was hit in the face by a neighboring passenger's water bottle. She recommended that large aluminum water bottles be required to be stowed in baggage.

### **Flight Attendant 7 (Door 3R)**

She was collecting trash, agriculture forms, stowing items in galleys, and assisting passengers in restowing their baggage for landing. About 40 minutes prior to landing (the airplane was not yet in descent), there was about six seconds of moderate turbulence. She was standing outside of the mid-galley by the 2R door and felt "a couple shakes." She braced her legs against the galley wall, used one hand to grab the wall edge and the other hand grabbed the jumpseat straps.

The airplane made two very rapid, significant drops. She, along with FA 6 and FA 3, flew off the ground, hit the ceiling, and landed on the floor. She landed on her ankle in a weird way. She hit the ceiling she felt the airplane bank to the right. She slammed down into the evacuation slide pack on the door again and again. Once the turbulence stopped, she got up and began to check on fellow crewmembers and passengers in the back. As she moved towards the back, she saw that the damage and passenger injuries got worse. People and items that were not secured had flown all over the place. Overhead bins near rows 25/26 and 35/36/37 had opened, and large roll aboard bags fell out. Ceiling panels, emergency lights, and oxygen masks also dropped and fell.

She assisted handing the irate passenger and defusing the situation. She then began to hand out bags of ice to injured passengers with other crewmembers. She continued to help providing care to other passengers and a crew member with an injured ankle. She communicated with the FFA regarding the number of injured people in the back. She made an announcement for medical-trained passengers to go to the back and assist. She walked through the cabin and took note of passenger's injuries and seat location on a piece of paper.

There was an emergency exit sign that was partially dislodged, and she removed it completely. She also removed other panels and plane parts that were blocking the aisle or on passengers. She stowed them in the lower mid-cabin crew rest area and lavatories. She reported lots of magazines and air sickness bags were thrown out of the seatback pockets all over the floor. They had not been adequately secured in the seatback pockets and became a trip and slip hazard so she along with the rest of the crew picked up many of those items when clearing the aisles.

After landing she located the unaccompanied minor and used her personal cell phone to contact the minor's dad who she was going to visit. FA 7 assured the dad that she was safe and worked with another FA to have her taken off the airplane. The dad called FA 7's personal cell phone back when his daughter did not arrive on time. He was unable to get information on his daughter's location via phone or app and so he called her. She advised him to go to the airport and ask an agent. She called him back just to check on his daughter to make sure she was ok. The minor was relatively unaffected by the event, she did not really know what had happened.

She recommended having a notebook or other paper onboard to take notes of passenger conditions in the event of a mass injury event onboard. She also recommended having the call light illumination process in place to identify the most injured individuals in this type of event. She did not like the new unaccompanied minor seating policy; she wanted them moved to a location near a galley where they can be seen at all times.

### **Flight Attendant 8 (Door 1R)**

About 50 minutes prior to landing, he heard all-call and assumed that it was a flight deck bathroom break. He was standing in forward galley facing aft, half in the aisle. He felt a little jolt at first and then he flew into the air with a cart. At the end of the turbulence of he got into a jumpseat immediately and fastened himself in. After a while, he got up and began to assess the first-class cabin and cleaned up the aisles. He remained in the first-class cabin and monitored and assisted the FFA for the remainder of the flight. No medical kits were used in the first-class cabin and there was no visible cabin damage. Upon descent, he felt liquid dripping from the 1R door frame. Deplaning was smooth. The only injury in first class was a passenger who hit their head on the ceiling.