

Envoy 3408 DFW – MGM – DFW December 31, 2022

Flight Crew Statements

Envoy 3408 DFW – MGM – DFW December 31, 2022 – Flight Crew Statements Inbound Flight Crew DFW to MGM:

[REDACTED]

Captain Leonard C. Barrett III:

On December 31st, 2022, First Officer Jack Herstam and myself were scheduled to operate flight 3408 DFW - MGM with a 13:34 departure. Our aircraft was N264NN with MEL 49-01 (APU Inoperative). The flight was normal and uneventful until the taxi into the gate in MGM. Because of the short taxi from A5 to the ramp, I decided to leave both #1 and #2 engines running for the two minutes cool down period and advised FO Jack of my intentions. He agreed. When approaching Gate 4, the safety area was clear and there were three rampers. Once at the gate, the front guideman gave the X and I stopped the aircraft and set the parking brake. After giving the guideman the brake set hand signal, I also gave him the hand signal to connect ground power in which he returned a thumbs up to me. I checked the electrical page to insure I had at least one generator online. Just as I was shutting down the #2 engine, the "DOOR CRG FWD OPEN" EICAS message appeared. FO Herstam then opened his window to try to get the attention of the rampers to inform them that the engines were still running.

After doing that, I made a brief announcement to the passengers to remain seated until the fasten seat belt sign was turned off. When I was done my announcement, I told FO Herstam my intentions were to keep the seat belt sign on until we had ground power so I could shut down the #1 engine. Again, he agreed. Just at that moment I looked down and noticed the ITT fluctuating and the "FAIL" icon on the N1 gauge flickering. It was not but seconds later the aircraft began to shake violently with an immediate shutdown of the #1 engine. The engine did not spool down, but rather abruptly stopped. I turned off the emergency lights and both batteries to find out what happened.

When I left the flight deck. Flight Attendant #1 Barrington asked what happened and told him that I was not sure. I walked back to the end of first class and looked out the window. I saw a body lying on the ground in front of the #1 engine along with body parts on the ramp. I closed the window shades and asked our customers not to open the shades. Going back to the flight deck, I told Flight Attendant #1 Barrington to talk to the passengers. When I returned to the flight deck, the First Officer was talking to one of the gate agents. I told him what happened, composed myself and asked First Officer Herstam about running checklists. I then decided to brief the passengers and walked through the cabin and told them about the

Envoy 3408 DFW – MGM – DFW December 31, 2022

Flight Crew Statements

tragedy that took place and to please remain seated until we can get a gate agent to remove the passengers. About 5 minutes later the passengers deplaned. I made a logbook entry for the FOD damage and ran the securing checklist with my First Officer, retuning the switches to the safety power on check. Then we left the aircraft under law enforcement escort to be isolated from the outbound crew along with the passengers.

First Officer Jack A. Herstam:

I was scheduled to operate ENY3408 in the First Officer position with Leonard Barrett III as Captain on aircraft N264NN. We were operating with MEL 49-01, meaning that the APU was inoperative. After a normal and uneventful flight, the Captain, Pilot Flying (PF) exited Runway 28 at A5 at MGM. It was a short taxi to the gate and both engines remained on for the duration of the taxi to accommodate the 2-minute engine cool down. I accomplished the After Landing Flow and Checklist. We reached the lead-in line after a short taxi and the safety area was clear with two wing walkers and a marshaller present. While on the lead in line approaching Gate 4, the 2-minute mark passed and the Captain stated he would keep both engines running until stopped since we were focused on the safe conclusion of the flight. Upon stopping, the Captain set the parking brake and shut down the number 2 engine, and he told me he would keep the seatbelt sign on until the number 1 engine was off to ensure passenger safety since we had to leave the number 1 engine running due to the MEL. I agreed, and the Captain began to make a brief PA explaining this to the passengers. As the Captain was making his PA, an EICAS indication for DOOR CRG FWD OPEN appeared. Since we still had an engine running, I immediately opened my flight deck window to ensure the ground crew understood not to continue working on the aircraft until the engine was shut off and the red beacon was extinguished. It was at this point that an intense vibration began. My attention was drawn to the EICAS. The display was filled with critical annunciations, and then the plane went cold and dark. I looked back outside my open flight deck window and saw traces of smoke and fumes rolling over the top of the fuselage from the port side of the aircraft.

The Captain and I both asked each other what had happened. I reached for the QRH, but realized the plane was completely without power. The Captain opened his flight deck window to try to see what happened but was unable to make a determination at that time. He then opened the flight deck door. I stepped into the forward galley area and asked the number 1 flight attendant what had happened. He said he did not know. I returned to the flight deck and again looked out my window and noticed the ground crew's reactions to what happened. This is when I realized that the engine had ingested a member of the ramp staff. The Captain went to the back of the aircraft to try to get a sense of what was going on. He returned to the flight deck after having viewed the number 1 engine from a cabin window. The Captain scanned the overhead panel and turned the batteries off. At this point, we considered the plane to be secured. The Captain left the flight deck again to address the passengers. I heard him state that there was an incident on the ramp and requested that passengers on the port side of the plane close their windows. I remained on the flight deck and began searching the Flight Operations Manual for guidance on our situation. Over the next few minutes, the Captain contacted the Chief Pilot's Office in Dallas, SOC, MOC, and made a technical logbook entry of the event. During this time, ground staff removed passengers from the aircraft. The Captain and I remained on the aircraft until advised by local law enforcement representatives that we could leave the flight deck. We agreed to complete the securing checklist, and after this was accomplished, we vacated the aircraft via the jet bridge and proceeded to the terminal.

Envoy 3408 DFW – MGM – DFW December 31, 2022

Flight Crew Statements

Flight Attendant #1 – Barrington A. Graham Jr.:

We landed in MGM and pulled into the gate. The airplane stopped and the seatbelt sign was still ON, so I remained in the jump seat. Suddenly I heard something hit or crumble on the side of the aircraft. The airplane began shaking violently and then all lights in the cabin turned off. We lost power. I remained seated and the Captain immediately came out and informed me what was going on. Someone had got sucked up into the engine. He informed me to (tell the passengers “We had an accident on the ground and to remain seated, close the windows and we will be exiting the aircraft shortly. If passengers need anything just let us know.”) I began saying exactly that to each zone. After that I informed Flight Attendant #2 what had happened. Shortly after the Captain came out to the cabin and explained the same thing to the passengers. Shortly after we began deplaning the passengers and remained in the aircraft and local authorities instructed us to remain at the gate until further notice.

Flight Attendant #2 – Camryn F. Cummings:

While stopped at gate with engine 1 running and seatbelt signs on, aircraft experienced intense vibrations and engine stopped. Plane went dark and quiet.

End of statements from the inbound flight crew.

Envoy 3408 DFW – MGM – DFW December 31, 2022 – Flight Crew Statements Outbound Flight Crew MGM to DFW (In Terminal at MGM):

[REDACTED]

Captain Brandon L. Richardson:

Original Statement from Captain Richardson's Pilot Debrief #9284:

On Saturday, 12/31/2022, my crew and I had arrived early at MGM and were waiting for the inbound flight to arrive. The release stated that the inbound aircraft had a MEL on the APU, along with a few other MELs. The inbound aircraft was arriving later than our scheduled departure time. When we initially arrived at the gate, I notified the gate agents that the APU was inoperable, and we would be needing to do an air start when departing. The gate agents

Envoy 3408 DFW – MGM – DFW December 31, 2022

Flight Crew Statements

were unaware of the aircraft APU condition.

Shortly before the flight arrived, all the crew was sitting together and a ramp crew member, (who was an older-looking white male), approached me to ask about the air start. He asked if we were going to be starting #2 engine. I confirmed that we would. He said briefly something about having a close call recently while running the #1 engine during an air start and wanted to make sure we were going to go out on the #2.

At the time of the incident, I had walked over to the gate agents to get an Envoy First Officer listed as a potential jump seater trying to get to DFW as it was a full flight. I recall hearing a loud bang which was shortly followed by screaming. There were about 10-15 little kids who were in terror of what they had seen. As I turned around, I saw people running to the windows looking outside. My First Officer approached me and alerted what he had just seen, and I was in disbelief. I approached the windows and saw what appeared to be part of a human body and clothing on the ground in front of the left, #1 engine, with a spray pattern of blood and pieces of what I quickly assumed were flesh. I cannot recall well, but I believe at the time the engine appeared to not be running. After looking at the window, I immediately called Dispatch. About a minute after the incident occurred, TSA and gate agents announced for all passengers in the gate area to move downstairs and clear the area. After CFR arrived and were able to secure the scene and provide some obstruction to the view, passengers from the inbound flight were de-planed and motioned to immediately proceed to baggage claim. Passengers for the outbound flight were eventually asked via overhead announcement to come back through TSA security and wait to be interviewed before returning to the ticket counter to be rebooked. I remained near the gate and complied with instructions from law enforcement, and the company. We were instructed to assist the station in any way possible and to not leave the airport until we were authorized. I remained at the gate with my crew until given permission to return to the crew hotel by the chief pilot.

This is an amendment to my Pilot Debrief which was submitted previously on 12-31-22. This information is provided to the best of my ability and recollection.

After having arrived at the airport and gone through TSA, my crew and I arrived at Gate Number 4, in MGM in Alabama. The time was approximately 3:10 PM. I made initial contact with the gate agents, about 3-4 of them. I advised them our APU was not working and that we needed a GPU as well as needing an air start cart. They were not aware. One gate agent radioed the information over their Ops frequency. The flight was scheduled to be full, as the day prior another Envoy flight had apparently gone down for maintenance causing a lengthy delay. I sat with the crew waiting for N264NN to arrive and I began going over my flight release like I normally do, writing down the important things within the release. I had briefed the crew, and the MGM station of the flight and the APU status. I noticed an Envoy First Officer that was trying to get a ride to DFW to go to work. I talked to him and the agents about getting him on. It was minutes before the flight landed that, an older white male ramp agent, came to me to confirm the flight needed an air start procedure. I confirmed that, and he expressed concern about what engine was going to be started. We confirmed the second engine was planned to be started, and he mentioned that they had recently had a close call with an incident much like the one that was about to happen. The plane landed about the time of our scheduled departure time, and I walked over to the First Officer who was trying to get to DFW; he confirmed that they had not yet given him seat. I walked with him to the ticket counter, and they issued him a jumpseat ticket (1W). As we were walking back from the counter many passengers, including a number of young children, were visibly upset. My First Officer then approached me. I heard his words and walked past him to the window to see the

Envoy 3408 DFW – MGM – DFW December 31, 2022

Flight Crew Statements

scene. Even though I was looking right at it, I found it difficult to believe. I called Dispatch to inform of the accident. I described the scene and while I don't remember all that was said, was told to stay by the phone, and help the station. I walked over to the station agents who were huddled up and crying. They were essentially holding each other up. I hugged them, told them my crew was there to help in anyway. A short time later one of the agents began making a PA that instructed all passengers to leave the secure side of the terminal. I began to help guide people to the exit. The passengers on the plane began to pour into the terminal. Then the agents disappeared, and that area was mostly empty. My crew and I were waiting at the gate. I went down the bridge, to check on the inbound crew; where I began to tape trash bags that had been started to be taped to the windows. I heard the inbound Captain on the phone to maintenance as he was writing up the engine failure. Then he received a call from the DFW Chief Pilot and was being asked some questions that he didn't know as he hadn't left the airplane. I joined the call, and I was instructed to not leave the airport, help, and just wait for further updates and instructions. The DFW Chief Pilot asked me to find the station manager to begin the inbound crew's drug/alcohol testing and all of the other things required per protocol. She informed me that our crew was being removed and coded as Critical Incident (CI). I left to inform my crew and try to find someone to help me get the station manager as I had been requested. Eventually, I did find an MGM airport employee, a black male, but I can't say that I know his job position. I told him about the request, and he said he would pass it along. I went back down to the airplane to inform the crew that I had found someone, who was going to pass the request along. I heard the Director of Flight Safety call the inbound Captain, and I didn't hear much of that conversation. I did go to the plane and back a few times, but I can't remember the exact number of times. In the meantime, I had received instructions to call Crew Scheduling and let them know and so my crew and I for the most part just sat at the gate after that. The police came up the bridge and brought the inbound crew up and isolated them from us, and basically had us just stay where we were. Different people from the Union or the Company called me throughout this period and from time to time ended up trying to pass along the information to the other crew. The police didn't want me to do that. In all of the time I was instructed by the Chief Pilot Office to remain respectful, compassionate, and just try help where I could, which I continued to try to do. My Flight Attendants were trying to leave, even though I had told them several times that we had been instructed to not leave. We confirmed with the Chief Pilot Office that we needed to stay; they did. We stayed at the airport until about 6-7pm and checked back into the hotel as instructed per the Chief Pilot. We took the taxi to the hotel and returned to our previously assigned rooms. I continued to receive phone calls after having left the airport, and I received a call from the Chief Pilot to tell me to do the Pilot Debrief report and get it submitted that night. I wrote the report and submitted it.

I have discussed my day with my family and coworkers. I have 2 videos, one of 0:10 seconds and the second of 0:21 seconds. I have 21 pictures. I will send them. Many are of the same thing, which is usually how I take pictures; none of them have been edited.

First Officer Luke A. Mros:

On Saturday, 12/31/2022, my crew and I had arrived at MGM and were waiting for the inbound flight to arrive. The release stated that the inbound aircraft had a MEL on the APU, along with a few other MELs. The inbound aircraft was arriving late at our scheduled departure time. When initially arriving at the gate, the Captain notified the gate agent that the APU was inoperable, and we would be needing to do an air start when departing. Gate agent was unaware of aircraft APU condition.

Shortly before the flight arrived, the crew was sitting together and a ramp crewmember, and

Envoy 3408 DFW – MGM – DFW December 31, 2022

Flight Crew Statements

older-looking white male, approached the Captain to ask about the air start. He asked if we were going to be starting #2 engine. He briefly said something about having a close call recently while running the #1 engine during an air start and wanted to make sure we were going to go out on the #2.

At the time of the incident, my Captain had walked over to the gate agent to look into a potential jumpseater trying to get to DFW. I was sitting away from the gate just passed Gate 5, facing away from the window. I recall hearing a loud bang which was shortly followed by screaming. As I turned around, I saw people running to the windows looking outside. I approached the windows and saw what appeared to be part of a human body and clothing on the ground in front of the left, #1 engine, with a spray pattern of blood and pieces of what I quickly assumed were flesh. I cannot recall well, but I believe at the time the engine appeared to not be running. After I had processed what had just happened, I got the Captain's attention, and advised him of the situation. After looking at the window, the Captain immediately called Dispatch. About a minute after the incident occurred, TSA and gate agents announced for all passengers in the gate area to move downstairs and clear the area. After CFR arrived and were able to secure the scene and provide some obstruction to the view, passengers from the inbound flight were de-planed and motioned to immediately proceed to baggage claim. Passengers for the outbound flight were eventually asked via overhead announcement to come back through TSA security and wait to be interviewed before returning to the ticket counter to be rebooked. I remained near the gate and complied with instructions from law enforcement. The Captain and I remained at the gate until given permission to return to the crew hotel by the Chief Pilot.

#1 Flight Attendant Cesar A. Lazon Conde:

Report submitted by Cesar Lazon Conde on January 03, 2023, at 1606 local (CST):

We had a van time of 2:26 we left the hotel a little late because the driver didn't see us. I wasn't looking at the time, but I will say we left around 2:30/2:35. It took us like 20 minutes to get to the airport. We saw the plane landing and parking at the gate. At approximately 3:25/3:30 I was seating there by Gate number 4 when I heard a loud but fast noise and a lady standing shouting: "Oh my God, No, No!" and walking toward the window. I immediately turned and look to the right and I saw what had just happened. I just looked for like a second because I couldn't look anymore. Everyone at the gate was in shock for like a second then everyone started screaming. My first reaction was just to tell the rest of my crew "something bad happened something bad happened!" Then I just took a seat because I didn't know what to do. All this happened really fast but the gate agent started telling all the passengers that were at the gate waiting to board that plane to get away from there. After like a minute William, the other Flight Attendant told me let's go to the gate because people are going to start deplaning and gate agents (2 of them working there at that moment) were devastated at what had just happened so we went there and asked them where do you want us to send this people, they told us send them to the right (baggage claim) so the gate agents left and as soon as passenger were deplaning we told them to go right to baggage claim. Most of the people look like they didn't know what was going on and to be honest almost everyone followed directions. I knew one of the flight attendants working that flight, so I was waiting for him to see if he was ok. After all passengers deplaned Flight Attendant #2 (I don't know her name) got out I told her not to look at the windows, but she didn't listen and went straight to the window and look. Our Captain and First Officer were really supportive of us. Our Captain went in the plane to see how the crew was doing since most of them were really junior (I thought that was something nice of him) after a few minutes there was a police officer talking to us asking

Envoy 3408 DFW – MGM – DFW December 31, 2022

Flight Crew Statements

questions, told us the crew might need to have a drug test done and even though we didn't know if we were going to have the test done, we let him know we were going to cooperate with everything. This is where something I didn't like happened and I'm not trying to throw no one under the bus, but I like to speak up when I see something that is not right. Flight Attendant #2 from that flight was saying really inappropriate comments about the accident she first says why they would have to do a drug test to her, and then even clarify to us that it was a woman, saying quote "I saw a [REDACTED]" in front of all of us. Then when the rest of the crew finally deplane the aircraft (Flight Attendant #1, Captain and First Officer) they were asked to be isolated from all of us. We were waiting like an hour or two and asked the police officer if they needed anything else from us and they said no. We asked our Captain if we were free to go back to the hotel and he recommended for us to stay. We then called inflight and ask them if we were ok to leave and they told us yes. We called a taxi and we left to the hotel we got there approximately at 8:30 I believe. We were then put on the flight for Sunday January the 1st at 3:46 deadheading to DFW.

I just wanted to add that it was one of the hardest things I witnessed in my life, but my crew was very supportive all three of them! We all did our best to try to stay calm and just do what we could and help in anything they needed.

#2 Flight Attendant William W. Carter:

We, the outbound crew, were sitting in the MGM terminal. The inbound flight pulled up to the gate to park and we heard a gathered gasp from the passengers sitting in the terminal. We were behind a wall that prevented us from seeing the aircraft. We went to the window and saw half of a body laying in front of the engine and what appeared to be the other half of the body behind the engine in about a hundred different pieces.

We were all in shock and stunned trying to figure out if what we thought just happened was actually real.

The gate agent tried to get the passengers away from the windows. About ten minutes (?) later the inbound passengers started to deplane. Cesar and I tried to encourage the deplaning passengers towards the baggage claim. Just by their behavior I would guess about 75% of the passengers did not know what happened. But it was clear that some did.

It took quite a while for the inbound crew to enter the terminal. The police kept them apart from everyone else.

Around 1800 Cesar and I went back to the hotel. We deadheaded out the following day.

Envoy 3408 DFW – MGM – DFW December 31, 2022 – Flight Crew Statements

Deadheading Envoy First Officer in Terminal at the Time of the Event (Pilot was attempting to commute to DFW for work):

First Officer Andrew J. Hall:

At the MGM airport terminal 12/31/22 around 3:30pm I was by Gate 4 talking to the Captain for the outbound Flight 3408 about riding in the jump seat for my commute to work. I saw the airplane

Envoy 3408 DFW – MGM – DFW December 31, 2022

Flight Crew Statements

pulling up to the gate and then was only looking inside the terminal talking to the Captain. I do not recall any specifics about aircraft configuration or ramp personnel when I saw the aircraft approaching the gate. As we were discussing, the outbound First Officer who was near us and said something had been sucked into one of the engines. I was confused about what he said initially and looked outside toward the aircraft and saw a large area of debris behind the #1 engine. A lot of movement started to occur around the terminal window as well as some audible screams. Looking out the terminal window I then saw part of the mishap person laying on the ramp in front of the #1 engine. The engine had no visible movement from the front fan blades at that point when I saw the entire mishap scene. A couple minutes after I witnessed the scene, I called the 187th Air National Guard command post to request the airfield fire department to dispatch to the terminal if they had not already received a call. A few minutes after the fire department arrived at the scene followed by other law enforcement in the minutes following. In the terminal, all passengers were directed to leave the gate area and myself, the outbound crew, gate agents and TSA remained in the terminal near the gate. After an unknown amount of time, the passengers of the inbound flight debarked the aircraft and left the area as well. I waited in the terminal for my estimate of 90 minutes as law enforcement secured the scene. I talked to one of the police officers who was monitoring the inbound flight crew who had made their way off the aircraft and into the terminal by this point. The officer said it was okay for me to leave and I proceeded outside the terminal to my POV and drove home.

End of the Envoy Flight Crew Statements.