

Envoy (ENY) Flight 3788 DSM to ORD on August 14, 2023

Flight Attendant Injury - Flight Crew Statements

NTSB DCA23LA411

Captain's Statement: (from the Envoy Pilot Debriefs):

Prior to departure the flight attendants were briefed that there was weather enroute to ORD and to expect some turbulence. The FO was the pilot flying. We departed DSM airport at 6:01 am. The takeoff and climb were uneventful. I decided to keep the fasten seatbelt sign on for the duration of the flight. I could see that there was some buildup of weather on our route and decided to climb to FL310 to stay on top of the developing weather. Reaching FL310 ATC advised to descend to 11,000 at pilot's discretion and ATC also advised that other aircraft were making their way through the weather with no complaints. After initiating the descent, I called the flight attendants and told them we were in range. During the descent, we noticed a small cumulous cloud ahead of us. It was a not towering cumulous and descended into it. We entered the clouds and encountered moderate turbulence. This caused our airspeed to increase to an overspeed warning for no more than 2 seconds at 321kts. The FO used the TCS to arrest the descent and get back on speed. After getting back on speed, the #1 Flight Attendant called to advise that the #2 Flight Attendant had received an injury to her ankle. I advised Operations via ACARS and the VHF radio and requested paramedics at the gate. The flight continued to approach and landing at ORD with no further incident. Paramedics met us at the gate. Radar was on and not showing anything ahead and ATC had no reports of adverse conditions.

First Officer's Statement (from the Envoy Pilot Debriefs):

Descending from FL310 to 11,000, ATC instructed us to maintain 300kts in the descent. We were above a dissipating weather cell, headed down into clouds with no convective activity reported or shown on the radar. Flight attendants had been briefed on possible turbulence, were advised to use caution, and choosing to get up and provide service was left to their discretion. Approximately 2 minutes after the Top of Descent (TOD) we encountered a pocket of moderate turbulence that caused the aircraft to enter the high-speed warning zone. TCS was used to arrest the angle of descent and slow the aircraft down. The high-speed warning was triggered for approximately 2 seconds, before slowing down to within normal operating speed. Flight Attendant #2 suffered an ankle injury during this turbulence encounter. Once control of the aircraft's speed was regained, we continued our descent and finished the remainder of the flight with no further incidents. Paramedics met our aircraft at the gate and escorted her off the aircraft for further evaluation. Aircraft high speed event was recorded in aircraft maintenance logbook and ORD maintenance was notified.

Flight Attendant #1 Statement (from the AA/Envoy CERS):

Captain had informed us throughout the flight that we will be expecting some bumpiness and weather. I (FA1) made all necessary PA's as well as the FA2. FA2 did not do a service because of time and bumpiness. We started the landing procedures and that's the only time she got up and out of nowhere we hit bad turbulence and she fell over and fractured her left ankle.

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She couldn't get up so she stayed lying down on the ground while I sat in her jump seat trying to help where I could. I gave her an icepack and she consumed some ibuprofen. Ambulance was waiting for us at the gate as well as inflight management.

Flight Attendant #2 Statement (from the AA/Envoy CERS):

Prior to departure from DSM on 3788 on 8/14/23 I checked the weather and noticed rain bands between DSM and ORD. At our preflight, the Captain said there would be nothing serious, but maybe some bumps along the way. After in the air, the Captain reported back two more times and said there was nothing serious, just a few bumps maybe. Since I had seen the rain bands, I had already made the decision not to perform a service because of safety concerns, and there were some bumps in flight. Captain gave prepare cabin for arrival about 20 minutes prior and that was the one and only time I left my jumpseat to recheck that the galley was secure.

Before I could get back to my jumpseat, there was severe turbulence and I tried to sit down in place and grab hold of the curtain. My left foot ankle went out from under me and I slammed down in front of the 2R door. I remained on the floor through landing. Just prior to landing FA1 came back when he was able and gave me an ice pack. He was able to return to his jumpseat for landing and I remained on the floor through landing.

Nothing Else Follows – End of the Flight Crew Statements