



Internal Memorandum

Date: 4/15/2023

To: Captain Doug Martin, Director & Chief Pilot – ATL CPO
From: Captain Benjamin J. Stivers
Subject: II24-030: Employee Injury (Flight Attendant) – Moderate Turbulence Encountered During Descent.
DL2763 03APR24 ATL-AVL N899AT B-717-200 (9557)
CAP: STIVERS, B.J.; **FO:** FOWLER, M.A.

This statement is provided at the request of the Chief Pilot's Office.

I was Captain of Delta Air Lines Flight 2763 from ATL-AVL on 03APR2024.

On the morning of April 3rd I was rerouted onto flight 2763. I flew in from CHA that morning and recognized the threat of unexpected turbulence after encountering it on my first flight. Using this information, I told the Flight Leader during my briefing that I expected turbulence and due to the short duration of the flight (~30 minutes) that they should be seated for the whole flight. I even mentioned in my 'Welcome Aboard' PA to the passengers that we were expecting rough air and that I had asked the FAs to remain seated.

The departure/cruise segment of the flight was uneventful and was mostly a smooth ride. On our descent into AVL at approximately 14k feet we encountered moderate turbulence right before going into a cloud layer that continued for an estimated 10 seconds, we attributed this to the large tailwind that we had shearing to a much smaller one. The First Officer called the FAs to make sure everything was okay after we exited the turbulence. At first the Flight Leader told us everything was okay, and she was back into her seat. We were confused over the last part as there should not have been anyone out of their seats at all.

Shortly after we received a call from the Flight Leader telling us that her leg might be broken and needed to be looked at. At this point I gave the flying duties along with the communication duties to my First Officer as I tried to coordinate paramedics for our arrival into AVL. Once on our approach I focused back entirely on the operation of the flight, landed, and taxied to our gate with no issue.

I acknowledge release of this statement to [Delta Flight Safety](#) and the [NTSB](#).

Regards,

Captain Benjamin J. Stivers
Employee [REDACTED]
(Signature on file)



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I was the First Officer operating DAL2763 from ATL to AVL. The Captain was the pilot flying (PF) and I was pilot monitoring (PM). We were descending into AVL when we encountered unexpected moderate turbulence.

We were around 13,000 feet when given a clearance to descend. We saw cumulonimbus clouds ahead and the Captain began to slow, expecting some unstable air and preparing to get a clearance below 10,000. Before we got to the clouds we experienced moderate turbulence. I called the cabin to make sure everyone was alright. The Flight Leader answered and said everyone was okay and that the FA in the back made it to her seat.

We were unaware that anyone was up in the cabin because the Captain had twice told the Flight Leader in the briefing before the flight to stay seated the entire flight because he had just flown in, and it was a choppy ride. He also made a PA to the passengers apologizing that there would not be service in the back because he had asked the FAs to remain seated for the flight due to the ride being choppy.

While I was talking to the Flight Leader, the Captain asked ATC for a turn to the right to continue to avoid the clouds in case it was rough there too. After we made the turn and I told the Captain the Flight Leader said everyone was okay, we received a call from the cabin. At that point, the Captain answered the call and transferred the controls and radios to me. Once off the phone, he said that the FA in the back got hurt and he needed to coordinate to have the paramedics meet the plane. He sent a message to the dispatcher and began to coordinate with ATC and AVL ops.

We flew past the airport to continue to avoid the clouds and joined a left downwind for runway 17. At that time, the Captain conveyed the most up-to-date information we had from the Flight Leader to ATC that a FA had hurt her leg. The Captain came back to the flying flight deck duties and we ran the remaining checklists. We landed uneventfully. The paramedics met us at the gate and proceeded to treat the FA in the back of the aircraft. The Captain went back to assist with the paramedics and was speaking to the duty pilot debriefing the event.

There was no weather depicted on the radar or widget wx nor any TP boxes on widget wx and no pilot reports of turbulence from ATC.

I acknowledge release of this statement to [Delta Flight Safety](#) and the [NTSB](#).

Regards,

First Officer Melisa Fowler
Employee [REDACTED]
(Signature on file)