



Internal Memorandum

Date: 04/02/2023

From: Aderia Johnson

Subject: NTSB Investigation: Flight DL2763 02-APR-2R ATL-AVL B717-100 N899AT (9557)

The pilot advised there would be turbulence throughout the flight but unknown what part of descent. We did an initial walkthrough of cabin. This is when the aircraft hit two or three large unknown pockets of turbulence. My head hit the ceiling and I fell down hurting my lower back. Flight attendant Lori broke her leg and was sent to the hospital.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Aderia Johnson

Employee [REDACTED]



Internal Memorandum

Date: 04/02/2023

From: Lori Robertson

Subject: NTSB Investigation: Flight DL2763 02-APR-2R ATL-AVL B717-100 N899AT (9557)

At the beginning of the flight, we were advised by flight deck it would be bumpy, so we remained seated for our "no service" flight. I was seated in the tail cone and completing the last procedure to attach the barrier strap. I was bending down to grab the strap when turbulence hit and I was thrown into the air (at least to seat level) before I forcefully landed on my right leg. Since I was bending to grab the strap, I was unable to brace myself. I informed the Flight Leader via interphone and she notified the pilots. We landed and the ambulance took me to the hospital. My tibia and fibula were both broken and my ankle was fractured. I underwent surgery that day.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Lori Robertson

Employee [REDACTED]



Internal Memorandum

Date: 04/02/2023

From: Antigua Clyburn

Subject: NTSB Investigation: Flight DL2763 02-APR-2R ATL-AVL B717-100 N899AT (9557)

On DL2763 ATL-AVL, flight deck advised it would be bumpy so we did not get up to do any type of service in First Class and the main cabin was scheduled for no service. We all remained seated during flight. There was no mention that this would be a "SEAT" flight (Sit Early for Arrival Turbulence) meaning we should be seated early and do final safety checks as soon as possible. We were not advised that we should not get up to do final safety checks.

As soon as we received the final descent indicator, we planned to do a quick safety check and take our jumpseats. As I was attempting to make the final PA, we suddenly hit a huge pocket of turbulence. The aircraft dipped drastically causing both FA's Lori & Aderia to become airborne. Aderia was in the middle of the aisle on the way to her jumpseat. She landed on passengers, and they held her down until she was able to safely get in a seat.

I received a call from Lori about one min later saying that she flew in the air while attempting to grab the barrier strap and landed wrong. She stated that she thought she may have broken her leg. I immediately called the Flight Deck to notify them and to request medical assistance to meet us at the gate. After hanging up, I immediately ran to the back to check on Lori. She was on the jumpseat, bent over in tears and said she couldn't move her leg. Her leg was already visibly swollen. I told her to hang tight just a couple more mins because the wheels were coming down and we were about to land. I ran back to the front for landing. Paramedics were ready at the gate once we parked. I asked all customers to remain seated so paramedics could attend to Lori. Unfortunately, it was going to take a while to get her off, so the paramedics told us to go ahead and deplane the customers. After all customers deplaned, they got Lori off the aircraft and into the ambulance which was twenty mins later. I called the OCC to let them know that I was going with her to hospital. Once we arrived, they did X-rays and we were told that she had broken her tibia, fibula, and a small fracture in her ankle. She had to have surgery.

I acknowledge this statement may be released to Delta Flight Safety and the NTSB.

Regards,

Antigua Clyburn
Employee [REDACTED]