



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

November 18, 2016

Attachment 3 – Cabin Crewmembers' Written Statement

OPERATIONAL/ HUMAN FACTORS

DCA17IA020

Purser Victoria Vera

----- Forwarded message -----

From: **Victoria Vera** [REDACTED]
Date: Fri, Oct 28, 2016 at 4:27 PM
Subject: Incident report flight # 3003 FOD-LGa
To: Dianne Kimball [REDACTED] John Furneaux
[REDACTED]

This is my personal account as Purser on flight 3003 from FOD to LGA on 10/27/2016.

We were delayed out of FOD because of weather in LGA, passengers were made aware. We got our okay to board, about an hour later. After all, 37 pax boarded I made PA announcement: "boarding complete", I then made boarding announcement and waited for a passenger count. Once we (Captain, GSC and I) got the count, I made electronic devices announcement. I made compliance check, then made call to flight attendants to arm and cross check our doors, then I placed a call to confirm L1, R1 were armed and cross checked, Jose Cortez FA#4 confirmed L2, R2 were armed and cross checked. I then informed the captain the cabin was secure. We performed our demo and compliance checks prior to departure. The captain made announcement to flight attendants to prepare for takeoff. Take off was smooth.

Upon receiving signal of being over 10,000 feet I delivered over PA my "10,000 ft" announcement. We commenced our full meal and beverage service and everything was standard. We maintained situational awareness.

I made a call to the flight deck after serving the cabin to Inquire about them and our time remaining. The pilots didn't need anything and told me we were 35 minutes out.

On initial descent, the PIC made his announcement of overcast skies and rain, to prepare cabin for landing. I then delivered my "initial descent" announcement, secured the front galley and went through the cabin and checked on the AFT galley. Crew was compliant. On receiving the final descent signal (two chimes), I delivered through PA the "Final descent" announcement and went through the cabin one last time to ensure compliance. The cabin was ready for landing on final descent.

Upon landing the AC took a bit longer to stop, I felt it took strong force to bring us to a stop and I felt the AC shift to the right. Once the AC came to a stop, I waited for communication from the PIC. He made an announcement through the PA system to "Remain seated". He then placed a call to the cabin, #4 and myself answered. The PIC said briefly that the AC seemed to be off the runway that all the equipment was okay and that emergency equipment would be sent our way. He asked me to relay the information, and standby. I assessed my door in the FWD galley and didn't see anything alarming, there was just rain. I kept calm and confident, ensured everyone was okay including the back end Crew. The PIC placed a call once again giving me instructions in regards to the emergency stairs. He said they would come to the L2 door, to not open the door until he advised. I relayed that information to all FAs. I instructed #4 to call me when the stairs got there to make the call to disarm doors. He did so and I made my pertinent

announcement. We did our cross checks and all call. L2 door was opened and all passengers deplaned safely. The crew was the last to come off board. I brought down blankets for passengers because it was cold and raining. Passengers were quickly boarded onto the transportation that awaited them.

The crew was instructed by the airport authority to board a bus that was ready for us and we waited there for further instruction. We were then taken to a conference room to wait for transportation to a hospital to get our drug and alcohol tests. Medical services came to us to inquire about our physical state. We all refused treatment at that time. Later, two of my crew members and myself began to experience back, leg and neck pain. We were sent to the same hospital as the rest of the crew. I informed our medics that we needed Drug and alcohol tests, after that, we were treated for our discomforts. We were all discharged that night and joined the rest of the crew. We arrived at our hotel at 0330.

With this I conclude my report.

GSC- Wendy Neff
PIC- Bob Galloway
FO- Diego Restrepo
Purser- Victoria Vera
#2 Victoria Mercer
#3 Stephen Diehl
#4 Jose Cortes
#5 Ines Cussell

Regards,

Victoria Vera
Purser [REDACTED]

Flight Attendant Jose Vergara

----- Forwarded message -----

From: **Jose Vergara** [REDACTED]
Date: Fri, Oct 28, 2016 at 4:17 PM
Subject: NTSB Report Jose Francisco Cortes Vergara
To: Dianne Kimball [REDACTED]
[REDACTED]

Hello my name is Jose Francisco Cortes, This is my individual account of flight #3003 from FOD to LGA flying as Flight Attendant #4.

We were notified there was a delay due to problems with weather in LGA, New York. From the moment we boarded the plane, we continued our procedures as accustomed. Once we were ready to leave, we offered our excellent service, and continued our procedures and responsibilities. As we started to descend 10,000ft the captain made his announcement and our purser Victoria Vera gave her announcement of initial decent. After the 2 chimes we heard the announcement for final decent. We walked through the cabin and ensured cabin compliance while continuing our normal FA procedures. Once we assured all was in perfect order, we sat in our prospective jump seats. Once we landed and the plane came to a complete stop, we received the first call from the captain notifying us that we appeared to be off the runway and that emergency techs were on their way and to remain seated. Our purser Victoria Vera communicated to me to wait further instruction from the captain and it was then when we received the second call from the captain letting me know that once the stairs were present in my door, I could open my door to deplane. We disarmed and cross checked after receiving word from the captain and then from our Purser. I then assessed my door and continued the procedures and standards as states in my manual and it wasn't until I opened the door that I was aware of the magnitude of what had happened. We ensured that all passengers deplaned safely and were secure, following our procedures and standards. Later we were directed to a bus and informed we were going to be taken for medical evaluation.

Flight Attendant Ines Cusell

----- Forwarded message -----

From: [REDACTED]
Date: Fri, Oct 28, 2016 at 4:15 PM
Subject: NTSB
To: John Furneaux [REDACTED] Dianne Kimball
[REDACTED]

October 27, 2016

Ines Cusell, FA
employee [REDACTED]
Request for NTSB

Hello my name is Ines Cusell, Flight attendant #5, and this report is for flight #3452 FOD-LGA.

We boarded our passengers, and on completion of our safety and security procedures I went on to conduct our cabin safety demo. Later sweeping the cabin for compliance, I made my way back to my jumpsuit at R2 door, inward. I recall hearing an announcement from the flight deck that we may encounter bad weather in route/at arrival to LGA airport. As we prepared for arrival I recall several announcements made to bad weather (heavy rain) we should take caution and remain in our seats. Purser, Victoria Vera had made several stops to the back (aft) of the plane to check and remind us of the cautiousness we are to maintain for the safety of our passengers and selves. On final descending, I recall more severe rain and a firm drop and a swerve. Later the plane coming to a halt. The captain came on and informed us that we were off the runway, not at a gate, to remain seated. And that Emergency Personnel was on its way.

When emergency personnel arrived, Francisco, FA #4 was instructed to open the L2 door and we cautiously deplaned all passengers. We, all Eastern Airlines staff and 2 of the trip coordinators, were later asked to exit the plane and board a bus awaiting us at the scene. We waited on this bus to be driven to a facility off the runway but on airport property where we were later going to be taken for drug and alcohol testing. I then began to feel very light headed and chills and gained bad pain in my neck and lower back and numbness in my right leg. I was taken to Forest Hill Hospital where I was given an X ray and some medicine to comfort my pain. drug and alcohol test were also completed there and myself and colleagues, were later released.

Ines Cusell, FA #5
employee# [REDACTED]

GSC Wendy Neff

----- Forwarded message -----

From: **Wendy Neff** [REDACTED]
Date: Fri, Oct 28, 2016 at 3:32 PM
Subject: Re: Report
To: Dianne Kimball [REDACTED]

Date: 27-Oct-2016
Time: Approximately 20:00
Flight: 3152 FOD-LGA
AC Type: 737-700
Tail Number: N278EA
Crew: CPT Robert Galloway
FO Diego Restrepo
Purser Victoria Vera
FA2 Victoria Mercer
FA3 Stephen Diehl
FA4 Jose Cortes Vergara
FA5 Ines Cusell
LNMX Gregory Nicholls
GSC Wendy Neff

Submitted by: Wendy Neff [REDACTED]
Reason: Incident/ Accident
Weather conditions: Dark and Raining

Seated in Row 16 F

Aircraft landed semi hard and seemed to bounce and about two to three seconds later it seemed to hit the runway again not as hard and the aircraft came to an abrupt stop.

I was wondering why we were just sitting there because I have experienced semi hard landings before and really didn't think anything was out of the ordinary. I looked out the window and really could not see anything because it was raining and the visibility was limited. I was wondering why we were not taxing.

I'm guessing we sat there for approx 10 minutes - CPT Galloway made an announcement - to be honest I really did not pay attention to it because as I previously stated I was looking out the window and wondered why we were not moving. I heard a passenger on the airplane say that the fire trucks were approaching and there was some sort of accident. Everybody was calm and passengers were than standing in the aisle. The L2 door was opened and a first responder boarded the aircraft and asked if we were fine and if anyone was hurt. He then proceeded to tell us to leave our belongings and deplane. I was one of the last passengers off of the aircraft. As GSC I felt it was my duty to stay as part of my responsibilities is to make sure the aircraft is secure on the ground. As I deplaned down the stairs that were at the L2 door it was raining semi hard and as I accessed the conditions at ground level the aircraft was resting on a semi small sloped grassy muddy area. I see two stripes of torn up soft concrete that appeared to be around 150 to 200 feet that were made by the main landing gear. This was at the very end of the runway and a highway was just east and south on the other side of the fence where the aircraft came to rest.

This is my sworn testimony to this occurrence.

Signed: Wendy D. Neff

Date: 28-Oct-2016

Time: 15:25

Flight Attendant Victoria Mercer

----- Forwarded message -----

From: **Victoria Mercer** [REDACTED]

Date: Fri, Oct 28, 2016 at 1:44 PM

Subject:

To: John Furneaux [REDACTED], Dianne Kimball

[REDACTED] >

This is my individual account of flight 3003, which occurred on the night of 10/27 FOD-LGA on N278EA.

We received notification from our Captain, Robert Galloway, that the flight would be delayed due to bad weather in NY. When we received airport clearance we followed normal procedure and had a smooth flight.

When we reached LGA there was heavy rain. Upon landing I noticed that it took the plane longer to brake than usual and remained calm in my jumpseat in brace position until receiving word from Galloway over the PA to remain seated. The whole airplane complied and then he called the cabin from the flight deck to inform the FA's of what had occurred.

Purser Victoria Vera was strong and confident in her demeanor as we assessed the situation. We followed the steps in our manual, awaited further instructions from our chain of command, and made sure we were ready for an evacuation if necessary.

We were informed a rescue team was on the way, and we were to wait for them to assist us in disembarking with air stairs.

All passengers were checked on, safe, and deplaned from the aircraft 5 minutes after the opening of the L2 door.

Crew members were the last to leave and were prompted by the fire department to exit the aircraft for our own safety as well.

Once we exited we were taken to a bus to sit in while we waited for the officers to take our contact information. We were then taken to the nearest station and waited in a conference room for further instruction.

If there are any other issues in need of clarification, please feel free to contact me.

Thank you,

Victoria Mercer
[REDACTED]

Flight Attendant Stephen Diehl

----- Forwarded message -----

From: **Stephen Diehl** <[REDACTED]>
Date: Fri, Oct 28, 2016 at 2:44 PM
Subject: Flight #3003 FOD-LGA on 10/27/2016 REPORT
To: Dianne Kimball <[REDACTED]>
Cc: John Furneaux <[REDACTED]>

Dear Dianne and John,

Our flight from Ft. Dodge, Iowa to New York LaGuardia yesterday began as smoothly as could be with all Flight Attendants in compliance and all security checks performed prior to Take-off. We were informed by our PIC Bob Galloway (prior to take-off in Iowa) that our flight was to be delayed by approximately 1 hour due to inclement weather at New York LGA.

Our Take-off was seamless as was our time in the air with our passengers happy and being well attended. The weather in Iowa was perfect. We were informed that our flight time would be 2hrs, 20 minutes. Dinner was served approximately 1/2 hour into the flight

Our landing at LGA was a different story..... as Flight Attendant #3, I was jumpseated at the R2 door for landing. It was raining and we were experiencing a bit of turbulence on our approach to LGA. Ines Cusell (FA# 5) was seated next to me. Jose "Francisco" Cortes (FA#4) was jumpseated at the L2 door. When we hit the runway it was hard but at the time I just thought it was a hard landing until the flaps went up. We immediately knew that it was not just a hard landing. The AC was lunging forward with the force pressing our heads and backs to the back of our jump seats. The AC swung to the left as though it was hydroplaning. Upon coming to a stop the tail raised up and then abruptly came down forcing the stored used dinner plates to make the sound of them breaking. Everyone remained calm and Bob Galloway came across the PA announcing that "everyone please remain seated." Looking out of the windows we could see that our emergency first responders were there. There was a knock at the L2 door at which point Francisco (FA#4) opened the L2 door. We (Francisco, Ines, and I) were greeted by the LGA Port Authority fire fighters asking if everyone was OK. Everyone was OK and all passengers

exited the aircraft thru the L2 door. There were no injuries and no one required assistance exiting the AC.

Please contact me with any questions or concerns.

Sincerely,

Stephen Diehl

Phone: [REDACTED]

EAL #: [REDACTED]

FA #3