



**Internal Memorandum**

**Date:** July 16, 2013

**To:** Captain Chris Fredericks, Regional Director and Chief Pilot ATL

**From:** Captain Charles E. Donovan, Jr., ATL B-777

**Subject:** I113-095 NTSB-Turbulence: F7 11-JUL-13 DXB-ATL B-777-232 N863DA (7004)  
CAP1: KAMINSKI, S.G., CAP2: DONOVAN, C.E., CAP3: KING, S.D., FO: BROOKS, R.S.

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

I was the Pilot Monitoring on the above referenced flight on approach to ATL. We were on the FALCON 8 ARRIVAL, SNOWBIRD transition, and cleared to cross DIRTY at 14000. All procedures; airspeed, altitude, and navigation restrictions were followed throughout the arrival.

The seatbelt sign was turned on at FL380, the top of descent, along with a PIA from the flight deck announcing to prepare for arrival. Approaching DIRTY, Atlanta Approach told us he was painting an area of rain ahead of us and that we could expect to go through it on the arrival route. I do not recall his inclusion of a PIREP or a ride report with that transmission.

The Approach Checklist was already complete and the VNAV PATH descent to DIRTY was going well. We had the radar already on in the automatic mode prior to Top of Descent and displayed on both ND's. I recall a tilt of approximately -2 degrees. I changed the range on the ND multiple times during the arrival to maintain situational awareness and to follow along with the VNAV descent. Lightning was visible ahead at about 11 o'clock and matched with the radar returns to the southeast of KATL, more than 50 miles past the airport. I recall responding to ATC that we had nothing on the radar between ourselves and the airport. There were no returns at all in the area between us and the airport.

We received a further descent to 11000 and a clearance of present position direct to DOEVR. I accepted that with the idea it would turn us away from the area of rain Atlanta Approach had reported to us. Turbulence was first encountered approaching DIRTY, brief light chop, as we passed through a thin layer of scattered clouds. I was pretty certain that the Flight Attendants were clearing up the last service. I made an interphone call and do not recall which Flight Attendant answered but it was not the Purser. I said they should take their seats as soon as they could. She replied she would let the others know. Flight conditions smoothed out for a minute or two as we descended further. I could see scattered, indistinct clouds below us illuminated by ground lights. We passed DIRTY and turned direct DOEVR and continued our descent to 11000. We were in clear air through the arrival except for that brief encounter that prompted my call to the cabin. When I first saw the clouds that caused the moderate turbulence it was too late to maneuver around them. However, they did not look threatening. We were relatively low. It was early morning. The clouds were small. For these reasons and the lack of other turbulence I did not expect significant energy in those clouds.

The moderate turbulence encounter was brief, less than a few seconds. There were three distinct jolts, and the third one was the worst. We left the cloud and were in smooth air for the rest of the arrival and approach. During the turbulence I reached up to reduce the speed from the VNAV controlled speed of 310 kts. By the time I opened the speed window and dialed it back, we were already through the cloud.

I told Atlanta Approach we had just gone through an area of Moderate Turbulence and gave its position. As we were approaching 11000 MSL, I gave the cabin signal for 10000 AGL. We turned downwind and were descending further when the Purser called and told us that one of the Flight Attendants thought she had broken her foot. I gave the pilot on the jump seat the Atlanta Special Assistance frequency and he called to have paramedics meet the flight. Paramedics were waiting at the jet way when we arrived. One passenger had told the Flight Attendants he also fell while waiting for the bathroom. They had his name, but he left the aircraft with all the other passengers. I spoke with another Flight Attendant who said she fell and was concerned about her shoulder.

I understand that this statement may be provided to the NTSB.

Respectfully yours,

Captain Charles E. Donovan, Jr.

A black rectangular redaction box covering the signature of Captain Charles E. Donovan, Jr.

(Signature of file)



**Internal Memorandum**

**Date:** 07/30/2013

**To:** Chief Pilot, Delta Airlines, Atlanta

**From:** R. S. Brooks, ATL 777 FO

**Subject:** II13-095 NTSB-Turbulence: F7 11-JUL-13 DXB-ATL B-777-232 N863DA (7004)  
CAP1: KAMINSKI, S.G., CAP2: DONOVAN, C.E., CAP3: KING, S.D., FO: BROOKS, R.S.

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

My cockpit position was; First Officer, Pilot Flying.

The Approach was briefed before TOD and the Seat Belt sign was on.

During our Descent, ATC advised he was painting precipitation ahead of our path. Our Radar had worked well all flight, and our displays were completely clear, which we advised ATC. My Radar was in Auto + Turbulence showing -2 degrees. ATC replied that perhaps it had broken up, as I recall. Not positive on his verbiage.

ATC cleared us direct to a waypoint on the Falcon arrival with expect runway 08R.

Captain Donovan cycled the seat belt sign at 12000 to signal the FA's.

Captain Donovan called F/A's and advised of possible rough air on our descent.

ATC descended us to an altitude below 10,000. I cannot recall the altitude on arrival but we experienced 3 sharp jolts of moderate- almost severe turbulence. We were visual with the ground and horizon and radar was not painting any returns.

Captain King, in the jumpseat, called back to Door 1L to check on F/A's. A few minutes later the F/A reported that one F/A had possibly sprained or broken her ankles in the rear of our aircraft.

Captain King called Company and requested Redcoats and Paramedics meet us at the gate.

Paramedics met flight and transported F/A Mohamed to hospital, Captain Kaminski accompanied F/A Mohamed.

I acknowledge the release of this statement to the NTSB.

Regards,

Robert Scott Brooks



(Signature on file)



**Internal Memorandum**

**Date:** 07/17/2013

**To:** Captain Chris Frederick, Regional Director & Chief Pilot – ATL

**From:** Captain Stanley D King, DAL [REDACTED]

**Subject:** I113-095 NTSB-Turbulence: F7 11-JUL-13 DXB-ATL B-777-232 N863DA (7004) CAP1: KAMINSKI, S.G., CAP2: DONOVAN, C.E., CAP3: KING, S.D., FO: BROOKS, R.S.

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

- Rotation 0583 , 9 July 2013
- My cockpit position was; jumpseat.
- Seat Belt sign on before TOD.
- Descending through 12000 feet ATC advised he was painting rain showers at 12 o'clock for 10 miles. We had visual contact with horizon and ground, radar was on and not painting any participation. We descended to 11000' and experienced no rain or turbulence.
- ATC cleared us direct to waypoint DOEVR.
- Captain Donovan cycled the seat belt sign at 12000 to signal the FA's
- Captain Donovan called F/A's at door 1 left and advised of possible rough air on our descent.
- ATC descended us to 5000' and passing 7000' at 0945Z we experienced 3 sharp jolts of moderate turbulence. We were visual with the ground and horizon and radar was not painting any returns.
- I called back to 1 left door to check on FA's, front reported OK and would advise on status of rest of F/A crew.
- 0954Z Purser Ellen Griffin [REDACTED] called and reported injuries to INAAM ALI MOHAMED at door 3R. Advised us to request paramedic's to meet us at the gate.
- Paramedics met flight and transported FA Mohamed to hospital, Capt. Kaminski accompanied FA Mohamed.

I acknowledge the release of this statement to the NTSB.

Regards,

Stanley D King

[REDACTED]  
(Signature on file)

July 16, 2013

To: Captain Chris Fredericks, Regional Director and Chief Pilot ATL

From: Captain Steve Kaminski, ATL B-777

Re: DAL FLT 7 DBX to ATL on 11 July 2013

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

On July 11, 2013 Flight 7 from Dubai, on the descent we encountered turbulence. I was in the jump seat behind the First Officer who was the Pilot Flying. At the top of descent the Captain illuminated the seat belt sign and the standard Delta P/A announcement was made. During the descent ATC advised us of moderate precipitation at our 12 o'clock position 10 miles. We all checked the radar, but it was not painting any weather. We were cleared direct to DOEVR, a fix on the arrival, to avoid the weather ATC was showing. The Captain instructed the flight attendants to return to their seats as soon as they could. We passed that area with no problem, but several minutes later encountered what we considered to be approximately several seconds of moderate turbulence. There was no warning at all of the impending turbulence. After the encounter a PIREP was made to ATC. The crew did everything according to Delta's standard operating procedures.

I understand that this statement may be provided to the NTSB.

Respectfully yours,



Captain Steve Kaminski

Delta Employee 

[REDACTED]

**SUMMARY OF EVENT**

**Full Description**

(4R) as we were landing in ATL. the Captain called the 1L position to advise the IFS crew to take their seats because of turbulence. the seat belt sign was on, I didn't make it back to my seat in the back of the AC in time, i was lifted off the ground and fell in the BE Aisle.  
(Purser/Flight Ellen Griffin [REDACTED], Angelika Strache [REDACTED], Mustafa Mashni [REDACTED], and Inaam Mohamed [REDACTED] all fell with the

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Leader)	turbulence. I only know at this time that FA Mohamed was removed from the flight by the paramedics, She was unable to walk due to injuries to her ankles. The other FAS I was unable to check with due to the time of the event. Our flight was delayed out of DXB and as soon as the paramedics passed through the cabin to the back cabin to check on Ms Mohamed the psgrs deplaned to make their connections. Even [REDACTED] did not want to be checked by the paramedics said He was alright.
(Purser/Flight Leader)	I was forced to the floor next to BE psgr [REDACTED]. He held on to me for it seemed like three severe drops of the aircraft which I was unable to protect myself. I feel if it had not been for him being seated with his seat belt on. I would have been injured as well.
(2L)	I was seated at the 2L jumpseat. I was not strapped in. I believe we were on final, the seat belt sign was on. Our Purser, Ellen Griffin, was in the Business Elite aisle (co-pilot side) thanking our passengers. F/A's Mustafa Mashni and Angelika Strache were also in the Business Elite aisle. F/A Lilian Cull was seated at 2R. As I recall there were 2 significant 'drops' along with 'rough shaking'. I immediately started to fasten my seat belt and found it difficult to do so due to the turbulence. I could no longer see Ellen, Mustafa, and Angelika and assumed they were on the floor holding on. I also heard a piercing scream and saw numerous passengers in the front of the coach cabin turn to look in the direction of the rear of the plane. After the turbulence stopped, I saw Mustafa and Angelika get up from the aisle area of 11CD - 14CD. As it turned out, Ellen was in the aisle area of 1CD - 6C,7D and was out of my range of sight. Both Mustafa and Angelika noted back and shoulder stiffness/soreness. I was unaware of the injury to F/A Inaam Mohamed until taxi in. I have to assume it was Inaam who I heard scream.
(4Rc)	at final I was performing safety check on passengers,by door 3R, suddenly the plane took a big dips down ,I got lifted in the air and fell down on my knees and feet face down, a passenger was in the floor next to me,I could not get up by my self, I had to be lifted up by FA Mustafa Mashni and passenger,to the jump seat 3R ,then I was helped back to my jump seat by FA Jeanne Thompkins and FA Mustafa Mushni, till landing, I was taking to the emergency by paramedics . Captain Steve Kaminski went with me to the emergency room.
(4Lc)	Approximately 15 minutes prior to landing in ATL, flight 007 incurred severe turbulence. Most passengers were seated with the seat belt on. Flight attendants were doing their cabin walk through collecting trash and getting the aircraft ready for landing. I was in the back of the aircraft by the 4R door and remote galley area. Deborah Denise Cox-Smith was in the galley doing final clean up and securing the containers and carts. While I was securing the right remote galley area that held all the beverage containers the phone rang for the 4L position. I started to cross by the jumpseats to answer when severe turbulence hit. There was no previous warning of any slight turbulence at all or any from the cockpit. I grab the handhold by the 4r jumpseat and galley area. The turbulence was very severe and it was difficult to hold on. I was tossed around and almost fell, but was able to stabilize myself. I heard a scream and saw Deborah Cox-Smith trying to hold on to anything for stabilization while she also tried to secure the locks on carts that began to come out of their slots, as well as the overhead metal containers. Once the turbulence subsided we got a call from the cockpit inquiring if we were alright. I said that at the moment neither of us had any noticeable injuries. While we finished securing, the galley F/A Mustafa Mashni came to the back of the aircraft with F/A Inaam Mohamed. Inaam seemd to be in a lot of pain, crying, and having difficulty walking. We sat her down in the 4Rc jumpseat. Her ankles were swelling and she complained of pain in her knees also. Ice packs were placed on both Inaams ankles. We tried to raise her legs to alleve some of the pressure but Inaam could not straighten either knee, nor could she sit upright in the jumpseat. The Purser, Mary Ellen Griffin, called us and than came back to check on Inaam. She called the cockpit to give a report and told them we would need medical assistance upon landing. Inaam told us that when the turbulence hit she was collecting trash. Her legs buckled backwards, underneath her. She also said that there was an elderly gentleman standing near her at the 3R door who fell, got up and went back to his seat. I went to row 40 ghj and inquired if any of them knew which passenger fell. That said it was the man at 42g. I talked to the gentleman and he insisted that he was alright. I asked if he would like medical assistance when we landed, he responded no. I than said I would have an agent speak with him to take a report incase he realized later, he might be injured. Unfortunately, the man deplaned before I could get to him. We did have his name on the manifest and it was reported to the purser and redcoat who met the flight. When we landed, paramedics met the flight and assisted Inaam off in a wheelchair. Afterwards, talking to the purser, she said she was trying to call us when the turbulence hit. The Pilots mentioned to me that they had no previous warning of turbulence in the area.
(1Rc)	On Rot#1104 Flight 7 Dxb to Atl I was working in the Be cabin-galley position. Cockpit crew had made the initial landing announcement. According to the pilots we were between 11,000 and 7,000 ft.

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	<p>Captain called 1L and I answered the phone and was told that all the flights attendents needed to take their seats. I informed 2 of the FA that were in the front galley to sit down and was going to call the back when the turbulence happened. It seemed severe in the front but I was able to make it to my jumpseat. I called to the back to see if everyone was alright and at that time they thought everyone was. I was not a witness to what had happened in the other cabins but when we were on approach was told by the Purser that Inaam Mohamed had been hurt. Paramedics boarded the plane and Inaam was taken off in a wheelchair. That is the extent of my knowledge concerning this situation.</p> <p>Nancy McDougal [REDACTED]</p>
(3R)	<p>on decent as I was walking towards BE class to put trash away from EC just as a F/A coming towards me saying to sit down we hit the turbulence and I fell as 2 px's held me down. I called OSI to put in my claim when I got home I spoke to Tina and my claim # [REDACTED]</p>
(3R)	<p>I, Jeanne Thompkins was in the aisle on Captain side aft cabin picking up last minute trash. suddenly the plane took a sever drop and another sever drop after that one. passengers were holding on to me helping support me from from falling .After the turbulence stopped I went around the corner to the right side of plane , there on the floor was Inaam Mohamed in pain crying ,saying she thought that her feet,ankle and legs were broken.F/A Mustafa and I were helping get Inaan off of the floor and on to her jumpseat I tryed to assist her by putting some ice her ankles .She was in so much pain .The Captian was notified .When we land the Peramedics meet the plane.</p>
(2R)	<p>During initial descent we experienced unexpected turbulence, the flight attendant sitting next to me(TERRI DARLENE KOTTEMANN) advised me that I should take my jump seat quickly , so I did. We hit strong turbulence twice. I saw that one of the flight attendants MUSTAFA SALAMEH MASHNI on his way to his jump seat laid on the floor and didn't get hurt. I am not sure about what happened with the flight attendant in the back that got hurt ( INAAM ALI MOHAMED), since I was in first class I was unable to see what happened in the back of the aircraft.</p>
(1Lc)	<p>Flight deck called reporting turbulence a head , Nancy answered them when they called at 1 right door I was at 1Lc talking to Mustafa , she advised me that the flight deck said we need to be seated as it was going to get real bumpy , I called the back right away to let them know while I was taking the 1L jump seat , I also made a PA asking everyone to sit down including passengers . But turbulence hit within 2 minutes I say from the time the flight deck called , Mustafa was on his way back to set down as will as angelica .</p>
(4L)	<p>Prior to descent we were still picking up the YC cabin when we hit unexpected turbulence. It was more than moderate. Inaam fell in the aisle on both knees. She was seriously hurt and was assisted to the back galley by at least two other F/A .Her ankles on both legs were swollen extremely. We applied ice to both ankles and contacted the Purser and cockpit crew. This occurred very quickly before or on descent. I was cleaning up the back galley and had to hold on and secure as much as I could before carriers would completely fall out or open up.</p>

**Preventive Measures**

(4R)	<p>A PA anouncement would have made the information available to all crew members immediatley, which could have prevented injurries</p>
(Purser/Flight Leader)	<p>I feel this was unexpected and is just one of the dangers of our work area. Our cockpit crew had kept us notified the entire flight of any area where we needed to be seated.</p>
(Purser/Flight Leader)	
(2L)	<p>The pilots stated that they had no warning of the turbulence. I do not see how this could have been prevented.</p>
(4Rc)	
(4Lc)	<p>If the cockpit has sudden knowledge of turbulence that was not previously reported to them, perhaps they could make a PA for all flight attendants immediatley, instead of notifying the purser first. If it is a time sensitive issue we could have 30-60</p>



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- [Redacted]
- seconds to secure ourselves instead of having the knowledge get passed along through the chain of command, delaying precious time.
- (1Rc) Earlier warning if possible-if the cockpit crew suspects turbulence to be bad they should make an announcement for FA's to take their seats.
- (3R)
- (3R)
- (2R) Since it was unexpected turbulence, I think we try to take our jump seats as quickly as we could.
- (1Lc) I think the flight deck should have made a PA immediately asking everyone to sit down including flight attendants , this would have prevented wasted time .
- (4L)

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