

Author: Kimbrough, Rory
Date Of Event: 08/26/2010
Time Of Event: 1258
Event Time Zone: Pacific
Aircraft N Number: N590JB
Flight Number: 262
Flight From: LGB
Flight To: SMF

Description Of Event: On the afternoon of August 26, 2010 I was the F1 on JetBlue flight 262 operating from Long Beach Airport(LGB) to Sacramento International Airport(SMF) The flight had been routine from take off to landing with the exception of a minor delay in Long Beach waiting for the in bound aircraft. Upon landing in Sacramento the initial touch down was smooth, and nothing seemed out of the ordinary until a few seconds later when the aircraft nose gear came down very hard, and there was the sound of a loud grinding noise and the plane started to sway from side to side. After a few seconds the plane come to a very abrupt stop,at that point someone from the flight deck came over the PA system and said "cabin crew at station". A few moments later there was another announcement over the PA system said "cabin crew at station we think we had a flat tire on landing". As I looked out the windows on the aircraft left I noticed smoke, however it wasn't enough smoke to cause immediate alarm to anything. Passengers had begun to unfasten their seat belts, at which point I took to the cabin interphone and made the announcement for "everyone please remain seated with your seatbelts securely fastened". I began to notice that the engines were being spooled down, and almost simultaneously the power inthe cabin was cut and I noticed out of my peripheral vision that the emergency lights had come on, and in the next moment the evacuation horn was sounding off and the command to evacuate the aircraft, "easy victor", was given. At that point I unfastened my seatbelt checked the viewing port of my door, the L1 door, and opened it in armed mode so that the slide would deploy. I noticed that when the door opened that it did not lock against the fuselage therefore I had to push it out all the way so until I heard the click and knew that it had locked into place. As I am shouting my commands, the First Officer Derek came out of the flight deck and went down the slide first(He went down the L1 boarding door slide). The passengers followed right behind him down the emergency slide onto the tarmac. Very soon after this, the fire personnel arrived on the scene to assist with the evacuation of the aircraft. As I was shouting my commands, "Get out! Get Out!", I was having more people exit from my door than the L2/Fwd Service door at which point the Captain, David, stood behind me inserting the commands to customers to " go left -go right" which helped a lot because at that point, the evacuation was proceeding evenly and efficiently thru both doors. After the last person left the plane, David did a walk thru to make sure that everyone was off.As he was doing that I was reaching up for my megaphone with the intention of also grabbing the first aid kit; however the fireman at the bottom of my slide yelled up to me to " come down,there is a fire" at which point I went down the slide. As I was running away from the plane I noticed that there were passengers standing on the tarmac and not the grassy area trying to take pictures, and I told them I need for everyone to get away from the plane and move to the grass off of the tarmac. After that I then did a walk thru of all the

passengers that had exited thru my door and asked for anyone that was injured to please come to a separate area with me so that I could have the EMT's check them out. At this point, I remembered that I had a UNMR (unaccompanied minor) on board the aircraft that was seating in seat 1F so I went to search for her to make sure she was ok. When I found Jasmine (the UNMR) I had her stay with me by my side until a JetBlue official came from inside the terminal to get her. The local authorities wanted for me to hand Jasmine over to them so that they could take her inside the area with the other passengers, however I refused by saying that I could not let her out of my sight until someone from JetBlue comes and gets her and takes her to the terminal. Around this time, another law enforcement person came up to me and stated that they needed the passenger manifest, and wanted to know if I had it on me. I explained that I did not and that it was inside the aircraft and that I could get it for them if they needed. One of the officers said that she would get clearance for me to go back aboard the plane and get the manifest off for them, at which point she walked me over to a ladder that was at the L2/FWD service door where I climbed up and retrieved it from the Captain who was already back on board and had it in his hand. I went back down the ladder handed it to Officer Torres. He then asked me for my name and address to which I obliged and gave to him, and immediately went back over to where I had left Jasmine (the UNMR) with the other two flight attendants. Eventually someone came out to take Jasmine (the UNMR) away inside the terminal I signed over the UNMR paper work to her and they were off back inside. After the other two flight attendants and myself had been standing out in the sun for a while, the Director of the airport came over to us and asked if we wanted to sit in one of the SUV's which we declined because we were told we would be leaving soon. The other two flight attendants and I went back over to the aircraft to meet with David and Derek to have a debrief on the events that had happened. As we approached the plane, we were met by an FAA official who said he wanted to ask us a few question, and we then all climbed the ladder and went on board the plane. He mostly spoke with the Captain; however he did ask one question to Michelle, the F3 which was "why was the other door not opened". Around this time, I received a call from Andrea Marsden the JFK base manager with further instructions on what to expect. The entire crew changed out of our uniform and then we were taken inside the terminal to await further instructions on what to do.

Author: Matthews, Keron
Date Of Event: 08/26/2010
Time Of Event: 1330
Event Time Zone: Pacific
Aircraft N Number:
Flight Number: 262
Flight From: LGB
Flight To: SMF

Description Of Event: On August 26, 2010 a few seconds after landing Flight 262 came to an abrupt stop. The captain instructed the cabin crew to remain at their stations. Shortly after his announcement the captain initiated an emergency evacuation of the aircraft. I proceeded to my assigned door(r1) and began the evacuation process. Once all passengers were off the aircraft I exited the plane. After leaving the aircraft I saw woman laying on the ground. I approach her to offer some assistance and she stated that she landed on her tailbone at the bottom of the slide. Another customer allowed her to use his arms to pull herself up from the ground. I offered my shoulder as support while she walked across the runway away from the aircraft. About fifteen minutes after the evacuation, myself and all passengers that exited through R1 door were escorted to the opposite side of the aircraft. The paramedics offered medical assistance to those that were injured. An officer cleaned a wound on my right elbow with saline solution. Approximately fifteen minute after this, buses arrived and shuttled the passengers(except the unaccompanied minor) to the terminal. We waited about thirty minutes for a JetBlue agent to arrive before we could release the child. Once the transfer was complete F1, F3 and myself returned to the aircraft to collect our belongings. We were then driven to the JetBlue BSO office where we waited for further instructions.

Author: Hendrie, Michelle
Date Of Event: 08/26/2010
Time Of Event: 1300
Event Time Zone: Pacific
Aircraft N Number: N590JB
Flight Number: 262
Flight From: LGB
Flight To: SMF

Description Of Event: Thursday morning 8/26/2010- 0550 van time to operate flight # 1421 PDX-LGB. Landed on time and had roughly an hour and forty minute sit before our night flight segment. When arriving at the gate 45 min prior, we learned of a slight delay of the inbound aircraft from SFO due to weather in SFO. Our next flight segment was flight #262 from LGB to SMF. The flight contained 86 passengers including two specials, one unaccompanied minor, Jasmine, and one wheelchair passenger(both seated in the front row). On initial descent, the Captain had advised us to clean up a little early because of some bumps on the descent. When the landing gear had come down, I noticed that there was something different than usual in that it seemed as though we were accelerating and the planes attitude had changed briefly, making it feel like the nose of the plane was raised. Right after that happened, everything had quickly returned to normal for our final approach. *** Upon touching down, there was an extremely loud bang or explosive noise and the plane came to an extremely abrupt stop with grinding noises, and light grey smoke visible outside. The Captain then came over the PA and said "cabin crew at stations". I then took my seatbelt off and was peering into the cabin to make a visual assessment to see if everyone was ok and that nobody had gotten out of their seats. Rory had also made an announcement over the PA for everyone to please remain in their seats with seatbelts fastened. There was then another announcement made over the PA from the flight deck stating that we may have some flat tires, and again we heard "cabin crew at stations". Roughly 10-15 seconds later the power was cut and the emergency lights came on, along with the evac horn and then I heard the "easy victor" announcement from the Captain. I then started shouting "release seatbelts come this way" and at the same time, silencing the evac horn on the AAP (aft attendant panel). While still shouting these commands I assessed the conditions outside the L2 door and grabbed the Aft assist handle and lifted the door control handle. The slide inflated in a rapid manner, and by this time the first passenger was right behind me as I held her back until the slide inflated fully. I then started shouting commands, "get out, get out", and people began going down the slide. After about 5-6 people had successfully cleared the slide and there was a good flow, I went over to my secondary door, R2, and saw some light grey smoke and decided not to open that exit. I went back and continued to evacuate through L2. By this time there was a minimal amount of people funneling toward the rear of the aircraft, and had seen a couple of people pointing out the right side. The pace had then picked up and after the last gentleman had passed me, I had gone up to row 24 or so to see if I could see anyone else. At that time I saw the Captain had just done the last walk-through and made my way back towards L2. Just as the gentleman in front of me was evacuating, the door had started to close on us and we both grabbed it to prevent it closing on us, and both slid down the slide and as the fire department was putting the fire

out(we both were sprayed with H2O). As we were running away from the back of the aircraft, I did notice that the main landing gear was still on fire. I then was trying to get everyone as far way from the tail of the aircraft as possible, trying to discourage people taking pictures and video. As I was trying to condense everyone to one area, I had taken a survey to see if anyone was hurt and that everyone was ok. Most people were very calm and in good spirits and were just curious if this has happened before to me, etc. Once everyone had made their way over to the grass on the right side of the runway, a sheriff had pulled up and told me everyone needs to move to the other side of the runway where they were going to be setting up a triage center. When everyone had gotten over there, I was then reunited with my Crew. We then located the unaccompanied minor and stayed with her until a JetBlue representative could take her to the terminal, after all the other passengers had been loaded onto the buses. After a couple of hours we were let back on the aircraft to retrieve our belongings. I had gone into the bathroom to change out of my uniform, and upon exiting the bathroom, an FAA inspector had questioned me as to why R2 was not used. I then replied that I had seen smoke. After another hour or so we were whisked to the JetBlue baggage service office where people were trying to coordinate our exit from the airport to avoid the media. About an hour & a half later we were escorted to the Hawthorne Suites by Ed from Corporate Security.