

Internal Memorandum



17-Jun-02

TO: Captain Alan W. Price - 062 - ATL

FROM: Captain Mark S. Smith - 030 - ATL

SUBJECT: 02-54 1102-79 FL721 5/29/02 757-232 ORD-ATL SMITH, M. S./SMITH, S. R.

I was the Captain and pilot in command flying flight 721 on 29 May 2002 from ORD to ATL. I was assisted in the cockpit by First Officer Stanley Smith.

Flight 721 departed ORD on schedule. The flight was uneventful on departure, climb out, and cruise. There were no reports of enroute or destination turbulence. The "Fasten Seat Belt Sign" was turned on at approximately 24,000 feet on initial descent in ATL. At approximately 11,500 feet on the STAR, the aircraft penetrated the right most third of a medium size cumulus cloud (est. tops 13,000) and encountered a moderate bump lasting not longer than two seconds. Shortly thereafter a call was received from the cabin informing the cockpit crew that a flight attendant, Linda M. Smith, employee no. 306474, ORD based, had fallen while working in the aft galley and had suffered a lower leg injury. Flight attendants were asked if there were any other injuries and informed the cockpit crew that there were no other injuries, either to passengers or flight attendants. The copilot, PNF, then coordinated with ATL Radio for emergency medical personnel to meet the flight. The approach and landing were uneventful and the aircraft proceeded to gate A-13 and was met by medical personnel upon arrival. Weather radar was on in the descent and approach with no returns showing. No build-ups were present, just cumulus clouds with tops up to approximately 13,000 feet maximum. The small cumulus clouds were probably covering five to six tenths of the sky and it was impossible to slip by each and every one. Visual approaches were being conducted to runways 8L and 9R and the airport and traffic ahead were visible. Surface winds were less than 10 knots.

I understand that this statement may be released to the FAA.

Sincerely,

(Signature on file)

Captain Mark S. Smith
[REDACTED] ATL

MSS/bj

Internal Memorandum



TO: Captain Alan W. Price - 062 - ATL

FROM: First Officer Stanley R. Smith - 030 - ATL

SUBJECT: 02-54 1102-79 FL721 5/29/02 757-232 ORD-ATL SMITH, M. S./SMITH, S. R.

I was the First Officer of flight 721 on 29 May 2002 from ORD to ATL. The pilot in command was Captain Mark Smith.

Flight 721 operated as a B-757 from ORD to ATL. Captain Mark Smith was the Pilot flying and F/O Stanley R. Smith was the Pilot Not Flying. Takeoff, Climb, Cruise and the initial descent were uneventful and no weather or turbulence was encountered. The routing was on the Rome arrival to ATL. Sky conditions on the arrival consisted of broken clouds at approximately 10,000 ft and weather radar indicated no thunderstorm activity. When cleared to descend out of Fl 240 Capt. Smith turned on the fasten seat belt sign and the OBL made the "initial descent" PA informing the passengers to remain seated for the remainder of the flight.

Total cloud coverage in the area made complete avoidance of every cloud impossible. Individual clouds were about 2,000 ft thick. At approximately 11,000 ft the aircraft entered the right edge of a cumulus cloud. The aircraft made one instantaneous up and down movement at a level of moderate chop before exiting the cloud. Immediately after exiting the cloud, the OBL informed me on the interphone that she had an injured flight attendant at the aft galley with a possible broken leg and that she would need medical assistance at the gate.

I immediately contacted ATL operations via radio and informed them that we required paramedics to meet the aircraft at the gate because a flight attendant had been injured due to turbulence. Operations personnel dispatched paramedics and a flight attendant supervisor to meet the airplane.

Approach and landing were normal. Prior to stopping at the gate I requested via PA that the passengers remain seated until paramedics could get to the back of the airplane to help the injured flight attendant. The passengers cooperated with the request to remain seated and the paramedics proceeded directly to the back of the airplane to render assistance.

I understand that this statement may be released to the FAA.

Sincerely,

(Signature on file)

First Officer Stanley R. Smith
[REDACTED] ATL

SRR/bj

Approximately one hour into our flight Captain Smith made a P.A. telling us that we would be landing at about 13:15 and would arrive at the gate on time or a few minutes early. At approximately 13:00 the seat belt sign came on for initial approach to our landing in ATL. I made the appropriate P.A. Flight attendants in both cabins began preparing the cabins and galleys for landing. Without any advance warning we unexpectedly encountered severe turbulence that lasted about two minutes and was followed by another two to three minutes of moderate turbulence. When the first jolts occurred I was in the first class galley seated at the first class jumpseat with Sharon Berger, we had completed our services and were waiting for the four bells signal from the cockpit so we could finish cabin clean up and return coats to the first class passengers. We were both lifted up out of our seats and twisted around a bit. At that point where the turbulence became moderate I received a call from the aft cabin. Gina told me that Linda Smith had been thrown to the floor, was injured badly and needed medical help in ATL. I called the cockpit told them what had happened and requested paramedics when we land. I received a return call confirming that paramedics were alerted and would meet the flight.

We were then cleared for final approach. Linda landed on the floor of the aft galley. The landing was smooth and the passengers patiently waited while paramedics boarded to attend to Linda's injuries. To the best of my knowledge all passengers were seated with seatbelts fastened and there were no passenger injuries. The passengers were frightened by the experience and were quite sympathetic to Linda because of her injuries.

S/Carol Ries - OBL

On our initial approach into ATL on flight 721 we had very bad turbulence, very short but bad. I was in the aft lavatory, captain's side. I had just checked the cabin for initial approach after Carol Ries had made the announcement. We dropped suddenly and I was forced into a crouching position on the floor where I remained hanging on until I felt it safe to get up. I heard screams and then a conversation between Gina and Linda. When I opened the lavatory door Linda was laying on the galley floor under the 3R jumpseat in a large puddle of coffee. It was obvious she was in a great deal of pain. A Ms. O'Brian identified herself as a doctor and offered assistance. She was seated in 38 or 39D but at the time we were on final, the cockpit had been notified and there was not a lot that she could do at that time. Linda remained on the floor for landing as we thought it best not to move her and she was in a great deal of pain. I went and sat at the mid. It was a great landing and the paramedics met the flight. Gina was a great assistant and accompanied Linda to the hospital. I felt discomfort in my back and dia call and report an OJI. S. Berger did the same. We did however complete the rotation. Linda had 2 breaks in her leg it was reported.

S/Sherry Dagley

I was sitting on the 1LR jumpseat (757) with Carol Reis when we experienced some extremely rough air. Linda Smith was in the aft galley along with Gina Siracco. Sherry Dagley was in the lavatory. We were at approximately 10,000 feet on our initial descent. We had just put away our first class galley and sat down waiting for the indication for our final approach. The seatbelt sign was on but there had been no rough air. It was on for our initial descent. Linda was in the aft galley preparing the galley. Suddenly we hit some severe turbulence. Carol and I grabbed onto the bottom of the jumpseat as we were getting tossed. Maybe 20-30 seconds after we started into the rough air, we were given the double ding for clearance to land. We then got a phone call

from Gina in the back saying that Linda had broken her foot and that we needed paramedics to meet the flight (I answered the call). I relayed the information to Carol and she informed the cockpit. She immediately went to the aft of the aircraft to assist. I stayed at the 1LR jumpseat but I could see that there would be medical assistance meeting the flight along with an inflight supervisor. Upon landing, an announcement was made to have everyone remain seated as the paramedics would be coming on board. Immediately upon reaching the gate the paramedics boarded and went to the back of the aircraft followed by the captain.

Sherry and I headed to the next aircraft to prepare and Carol and Gina assisted Linda.

As far as any injuries on my part, I did not feel anything immediately but as the day went on, my lower back was really starting to hurt. Just after our 3rd flight of the day (we had 4) I called the OJI number to report my pain. As soon as I got home, I put ice on my back. This morning when I woke up, I was still a little achy. I got up to move around a little. I felt like I was loosening up a little but after being on my feet for about a half an hour, my back started to hurt again along with the right side of my neck and shoulder. I called my PCP and made an appointment for today. I saw him and he said that I should not work for a few days and to stay off of my feet and take it easy as I strained my lower back and neck. He also wanted me to see my OB as I am pregnant.

So I immediately went to my OB and had him examine me to ensure the baby was okay. I am only 9 weeks and he was not able to hear any heartbeat yet but he did check to see if I had been bleeding. Luckily not. He would like for me to come in on my regular scheduled visit. My PCP also wanted me to follow up with him next week.

S/Sharon Berger

My position on the flight was 3 left when the accident occurred we just began initial approach into Atlanta, Linda Smith was in the aft galley with me. I proceeded to walk up the aisle when we hit turbulence. I fell on the floor and held on to the armrest at the last row of seats on the captain's side of the aircraft. Linda had fallen on the floor in the galley and hit her head on the 3 right door and the oxygen bottle. I could see her legs and her twisted foot from where I was positioned on the floor. Linda called out for help, I responded back to hold on that I would be right there to help you, hold on. I looked up the aisle towards the front of the aircraft and saw two passengers had fallen on the floor trying to make their way back to their seats.

As soon as it was safe enough I immediately attended to Linda. The floor was wet from the coffee that splashed out of the coffee pots. I used the interphone system to call the front cabin and spoke to Sharon Berger. I asked if she would call the captain to inform him that Linda was injured with a broken ankle and she would need medical attention when we arrive into Atlanta.

There was a medical certified passenger that Sherry and I spoke to on the flight. I asked if there was anything that she could do for Linda or advice on the situation. The passenger's response was, there was nothing we could do until the medical personnel arrive and advise us not to move or touch her. I asked if she could sit in the last row of seats in case we would need to call upon her for further medical assistance.

Prior to landing the captain called me on the interphone to ask how Linda was doing and where she was. I informed him that Linda had a broken ankle and she was stabilized on the floor with her back against the 3 right door and would need medical attention. Carol, the lead flight attendant on the flight also called me from the interphone to check on the situation. I then retrieved some paper towels from the lavatory to wipe the floor and sat next to Linda for as long as I could reassuring Linda that every thing was going to be all right and talked with her to keep her mind off the pain.

When the wheels went down I sat in 3 left jumpseat for landing. I made the arrival public address announcement and informed the passengers that one of the flight attendants had been injured on the flight and asked if everyone could remain seated until the medical personnel arrived.

After the medical personnel arrived to the back of the aircraft the captain made an announcement that the passengers could deplane at that time, none of the passengers notified me or brought it to my attention that they were injured. When the captain arrived he explained to me that he was trying to call ATC to divert away from the turbulence he saw ahead and that ATC was busy and it was too late. Chuck Powers an Operation Specialist for Delta Air Lines arrived, Chuck coordinated the crew and worked with the medical team. It was decided that Linda was going to Graddy Community Hospital. I explained the accident to Chuck and requested if I could go with Linda to the hospital to be by her side. Chuck made the arrangements helped with our luggage and followed us to the hospital. I rode in the ambulance with Linda.

When we arrived at the hospital, Chuck and I stayed with Linda for several hours, Chuck kept us informed every step of the way. The orthopedic surgeon came into the room. He informed Linda that she had two fractures, one being a broken fibula and needed to have surgery within 48 hours. I went to the Pharmacy to fill a pain prescription for Linda, we left the hospital at 8:15 p.m. When Linda and I arrived at the airport Janice Lilly, Chicago based director and our secretary Peggy met us, they were very concerned and helpful with any accommodations that we would need.

Inclusion I would like to add that every employee that was involved was very supportive and put forth much effort with helping Linda and the crew, including my InFlight Supervisor Deborah Laine.

S/Gina Saracco



On May 29, 2002, I was working flight 721, Chicago and Atlanta. At about 1p.m. EDT, we began our initial descent into Atlanta and Captain Mark Smith turned on the seat belt light. The initial approach P.A. was given. A passenger rang her call light. I went to row 40E (on a 757) to find a woman having ear pain. I went to the aft galley to get the lady a warm compress to relieve the pain. Suddenly, we hit an air pocket. I flew up into the air and was not able to grab hold of anything. As I floated in the air and was jarred around, I felt hot coffee splattering my face and arms. When the turbulence stopped, the heel of my left foot hit the floor with such force that I knew that I had broken something. When my foot hit the floor, it slid forward throwing me backwards into the corner between the 3R door and 3R jumpseat. My head hit the oxygen bottle next to the 3R jumpseat and the slide on the 3R door, where I landed. I sat up long enough to see that my foot was laying on the floor at a 90° angle to my leg. I started screaming and told Gina

Saracco (my co-worker) to call the captain for an ambulance. She also paged for a doctor on board, but I insisted on not moving into the jumpseat or anywhere else for landing. I pulled the jumpseat down in front of me and hung onto it for landing. At the gate in Atlanta, paramedics came on, but they did not have an ambulance at the airport, so one was called. The captain came back while the first paramedics checked my foot for pulse and sensitivity. In front of the paramedics and crew, he said that he called the controllers and asked to be diverted around the clouds. The controllers said that they were "too busy".

S/Linda Smith

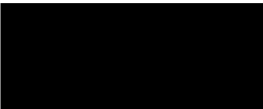
Carol Ries



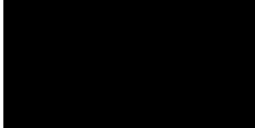
Sherry Dagley



Sharon Berger



Gina Saracco



Linda Smith

