

Captain Report

ON DEPARTURE AS FLIGHT WAS CLIMBING THRU FL240 AT 0700Z WE ENCOUNTER 10-15 SECONDS OF MODERATE TO SEVERE TURBULENCE. A/C WAS IN VMC CONDITIONS BUT A SMALL BUILDUP WAS AT OUR 12 O'CLOCK. WE ASKED FOR A DEVIATION BUT WERE UNABLE TO RECEIVE CLEARANCE FOR TOKYO CONTROL. A/C AHEAD OF US MADE NO MENTION OF RIDE AND NOTHING WAS PAINTING ON RADAR. AT THE TIME OF OCCURRENCE SEAT BELT SIGN WAS STILL ON AND ONLY FLIGHT ATTENDANTS WERE UP IN THE CABIN. THE NUMBER 2 AND NUMBER 3 FLIGHT ATTENDANTS WERE INJURED SERIOUSLY ENOUGH THAT THEY HAD TO BE SEATED FOR THE DURATION OF FLIGHT AND WERE MET BY MEDICS IN LOS ANGELES. THREE OTHER FLIGHT ATTENDANTS WERE ALSO HURT BUT NOT AS BAD. AIRCRAFT WAS IN AN OVER SPEED CONDITION FOR 4-6 SECONDS.....ALL CONDITIONS NOTED IN A/C LOG BOOK.

First Officer Report

After departure we were heading toward a weather build up, we asked for a turn to the left (North) to try to avoid and were told to stand by. By the time we were given the turn we were already in the weather, which was not painting anything on the weather radar. The seatbelt sign was on when we encountered moderate turbulence and severe for about 11 seconds at 0700Z and at FL240. After clearing the weather the purser called to tell us that a couple of flight attendants were injured. Jacqueline Schroder #2 and Haru Baker #3 had been injured. The flight continued to LAX and the Severe Turbulence entered into the Log Book.

FA #2 Schroder

Feedback from her manager regarding shoes:

“The F/A – Schroder/J [REDACTED] wears the DANSKO clog slip on only.”

Debrief report (Note: I believe the person she mentions as the #11 is actually the #10):

After takeoff, sterile was over, waited a bit until we evened out some, I got up to start hot towel service in aft galley. I was #2. I had not opened any compartments nor got the carts out. I did get the towels out and placed them on a pull out shelf. I had finished making the ones for the left side. I went over to the right side, took a silver coffee pot of hot water and was pouring it over the towels on the shelf. The a/c jolted a bit, then quite a few more times and I was trying to keep the pot of hot water away from myself and the #11, Norma. I was thrown to the ground, losing control of my body. Luckily, the pot of water fell away from us. I landed on my right palm and outside of right ankle. I knew something was terribly wrong w/ my ankle right away. The turbulence was still too severe to lift myself to a jumpseat, so I stayed on the floor, leaning against the middle jumpseat in the aft galley. I grabbed a hold of the shoulder harnesses on the mid and left center jumpseats and held on. The #11 was buckled in at her jumpseat and held onto me as well. The front flight attendants were calling on the interphone immediately, but we could not reach a phone. When it finally calmed down, the #3, Haru Baker, crawled out of the aft RH lav to her jumpseat and said her right ankle was hurt. We finally were able to talk to the purser(Marek Wencel) and he came back, informed the cockpit and checked on us. I could not put any pressure on my already swelling ankle. I was wheeled on the inflight wheelchair to 4G and spent the flight with my foot up and ice on it. I took ibuprofen a couple times during the 9 hour flight to LAX. Upon arrival at LAX, the paramedics took me off and I was triaged in an area with the other injured flight

attendants. Members of Flight Service were there and took our luggage to Ops. I was taken by wheelchair to the tarmac and put in an ambulance to Marina Del Ray Hospital. Triaged there as well. Put in a room with FA Baker. X-rays were performed in the room. I was told I had fractured the distal right fibula with adjacent soft tissue swelling. I was put in a temporary splint with ace bandage, given crutches and Vicodin prescription. Flight Service sent someone to pick us up. Back at LAX, they had a wheelchair waiting, took us through security, brought our luggage to gate 41, wheeled us to the AE shuttle bus. I was put on the list for a flight to SAN. A Flt Svc person helped me with luggage. I eventually was given a seat and flew home.

FA #3 Baker

Feedback from her manager regarding shoes:

"I have spoke with F/A Haru Baker, [REDACTED] She is one of the Flight Attendants that broke her ankle in the turbulence on 11April11. She was wearing flat, black Sketcher shoes. The shoes are padded inside and very comfortable. She doesn't change shoes during the flight, these are the shoes she wears during the entire flight."

Debrief report:

We were at least 30-40 minutes into the flight outbound to LAX from NRT.

I was able to complete my duty as a Jp speaker giving a PA in Japanese in my economy class cabin. It was safe to get up since there was not any briefing about any turbulence before the flight. It came all the sudden and severe at the same time. I was in the 4RLAV washing my hands which were smeared with the ink from the I-94 form that I hand delivered to all my PAX. All I remembered is that I have lost control of my body and hit my right foot with a huge impact. I have never felt the pain that big ever before. The turbulence was severe and with rapid descent, I was tossed around inside the LAV, all I could do was sit on the small floor area and wait for it to get smoother. I could not protect myself from this kind of turbulence. Once again, there wasn't any warning from the cockpit.

FA #8 Von Roth

Debrief report:

At approx 4.20pm after leaving Narita we experienced...without any warning....SEVERE clear air turbulence. I was injured attempting to take jumpseat at 2R.

FA #11 Gilbert

Statement from her replying to the three questions you asked regarding shoes:

- " 1. I was wearing Dr. Scholls work shoes. They were black slip- ons with non-slip soles.
2. The shoes had no heels.
3. The shoes were flat with no heels."

Debrief report:

I was in the main cabin aisle passing out custom forms when we encountered clear air turbulence and the plane dropped and shook violently. I was thrown against aisle seats and the aisle floor. Picked myself up and was attempting to get to the 3L door jumpseat when the plane dropped again and I was thrown to the floor at the feet of the passengers in seats 30A & 30B. I proceeded to hold onto the metal girt under both seats. Did this for approximately 15mins. Then was able to get up to go to the 3L

jumpseat and strap myself in. Then I called the Captain to tell him what had happened and to find out if it was clear to get up.