

Attachment 2

to Operations Group Factual Report

DCA11FA084A/B

**WRITTEN STATEMENTS SUBMITTED BY
ACCIDENT CREWMEMBERS**

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1.0 Written Statement: ASA accident Captain Daniel Todd Jewell

4904 BOS/RDU 7/14/2011 [accident flight 4904]

Cleared to taxi to RW9 via Bravo and Mike. While holding short (#3 in line) for takeoff for RW9 on taxiway Mike (stationary with parking brake set) our horizontal stabilizer was hit by a taxiing Delta 767, made PA for passengers to remain seated. Called FA's and asked if they and passengers were ok, she responded yes, we then notified the control tower that we had be hit by taxiing aircraft behind us and would need a damage assessment (emerg trucks), then we sent an ACARS message to notify our Dispatcher. Called ops & notified them we would need to bus pax to terminal. Exited aircraft through the forward door after passengers called chief pilot.

2.0 Written Statement: ASA accident First Officer (F/O) Eric Sellers

TO: Fuad Malik, ATL Chief Pilot
FROM: Eric Sellers, First Officer
SUBJECT: Flight 4904 on July 14, 2011
DATE: July 18, 2011

This statement is given at the request of Atlantic Southeast Airlines, Inc. concerning the operation of ASA flight 4904 scheduled from BOS to RDU on July 14, 2011. I was the First Officer and assisted Captain Jewell [employee # redacted by David Tew, NTSB]. Flight 4904 was day 1 of a 4-day paring number A7679. The aircraft was a CRJ-900, ship number N132EV.

On July 14, 2011, at 19:06 local time, at KBOS, flight 4904 pushed out of gate A-19. Ramp control issued a clearance to taxi to Spot-2 and call ground. After arriving at Spot-2 we called ground and they cleared us to "taxi via K hold short A", and we complied. As we were holding short of taxiway A, we were cleared to taxi via "right turn on B and hold short of 4L approach line." We were then instructed to monitor Tower on 128.8, and we complied. Tower cleared us to "taxi to runway 9 via B and M cross 4L approach. We made our way east onto taxiway B and turned north onto M. There were numerous aircraft waiting for take-off for runway 9 and were sequenced on the north side of taxiway M and also on the south side of M facing northbound as we were. We were the third aircraft holding short of runway 9 on M. While we were waiting for the two aircraft in front of us to move forward we were stationary with the parking brake set.

A Delta B767, flight 266 was cleared to taxi behind us on B to take-off on runway 4R. I observed the B767, but lost sight of them behind us and immediately after that moment I felt the impact as the aircraft was struck.

The Captain instructed the passengers to remain calm and to stay seated while we

assessed the damage. Captain Jewell then called the flight attendants to see if anyone was injured. At that time, I attempted to notify Tower that we had been struck by the Delta B767 that was taking runway 4R. I was either blocked by another radio transmission or Tower did not comprehend my transmission. The crew on the B767 was able to notify Tower and stated "I think we just clipped the Regional Jet of our left" at that time, I was confirmed that statement and requested emergency vehicle support. I ran the abnormal checklists for "HYD 1 LOW PRESS" followed by the abnormal checklist for "HYD 1 AND 3 LOW PRESS" and waited for damage assessment from the emergency response team. The emergency response team relayed a damage assessment and it was determined to bus the passengers back to the terminal rather than a tow team or taxi the aircraft. The buses arrived and we opened the door to speak directly with a first responder and then we learned from Flight Attendant A that one passenger was complaining of neck pain. I informed EMS and they disembarked the passengers onto the buses and then assisted the injured passenger and removed her via a spinal board.

Then we waited for approval from the Chief pilot to have the tow team take the aircraft to a secure area and we were escorted to the terminal.

I trust this information will help with this investigative process. Should you have any Further questions, please contact me as I desire to cooperate with such investigation. I Understand that this statement may be released to the Federal Aviation Administration And the National Transportation & Safety Board.

Eric Sellers
First Officer, ASA
Employee # [redacted by David Tew, NTSB]

3.0 Written Statement: ASA accident Flight Attendants John A. Jackson and Tonia L. Bautista

ASA accident Flight Attendants:

4904 BOS/RDU 7/14/2011

Cabin was secured John and I were in our jump seats John was B and I was A. Crew called 3rd in line for take-off. I returned "Cabin secured for take-off." Shortly after we were jostled sideways. The pax started to remove seat belts so I Made a announcement to remain seated. The Captain immediately made a PA "Please remain seated the A/C behind us has hit us". They assured the Pax that as soon as they could give more information they would. They called us on the interphone and asked if every one was ok. We got permission to walk

the cabin. I started from the front and met John in the middle asking the Pax if they were ok and or needed anything. I called the crew and told them everyone said they were fine. I pulled my manual and set it in the galley. Then continued to speak with the pax in the isles assuring them, retrieving small bags, pillows, water ect. About 20:00 the Captain made an announcement that the airport officials were going to send buses for the Pax to take them to the terminal. We opened the cabin door and the fire department came on board. They spoke with the captain and asked if anyone was hurt. We again went through the cabin to ask if anyone was hurt. The Mrs. Paula Cummins in 17A spoke up. She said her neck was hurt. I notified the captain and the fire department was in the galley. They went back to 17A and spoke with her. EMS was called to the A/C. The airport buses arrived and the Crew powered off the APU. While the the area around the A/C was secured for deplaning John and I walked the isles and answered questions to the best of our ability. I made an announcement asking the Pax to begin to gather all their personal items. Shortly after they deplaned. The fire department stood on both side of the A/C stairs and helped people with their bags. The buses departed for the terminal and EMS took Mrs. Cummins 17A off the A/C on a backboard. She was transported by ambulance. We stayed with the crew and A/C until 23:15. Then went to the hotel.

4.0 Written Statement: DAL accident Captain D.B. Farmer

Date: July 22, 2011

To: Captain Dave McNeill; Regional Director / Chief Pilot MSP

From: Captain D.B. Farmer

Subject: NTSB FS11-09 FL266 7/14/2011 767-332 BOS-AMS CAP1:
FARMER, D.B. F/O1: RICHMAN, M.J.

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

I served as the captain on aircraft registration number 185, a Boeing 767ER with Blended Winglets, which was scheduled to operate as Delta Flight 266 between BOS and AMS on July 14, 2011. The First Officer on this flight was Michael Jay Richman.

I was fully qualified and current to serve as captain by Delta Airlines, Inc., and I am certified by the Federal Aviation Administration, certificate number 2688107, with Airline Transport Pilot ratings on the B-757 and B-767. I possess a valid first-class medical certificate dated April 6, 2011, with no limitations or waivers.

While complying with BOS ATC Tower instructions to expedite our taxi via taxiway Bravo to the Runway 4R hold line, our aircraft and a Regional Jet on Taxiway Mike collided. The left winglet of our B767ER and tail section of the Regional Jet was impacted.

There were no injuries on our aircraft.

I understand this statement may be released to the NTSB.

Regards,

Captain David B. Farmer
Delta Employee # [number redacted by David Tew, NTSB]

5.0 Written Statement: DAL accident First Officer Michael Jay Richman

Date: 07 20 2011

To: Captain Dave McNeill; Regional Director / Chief Pilot MSP

From: First Officer Michael Jay Richman

Subject: NTSB FS11-09 FL266 7/14/2011 767-332 BOS-AMS CAP1: FARMER,
D.B. F/O1: RICHMAN, M.J.

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

I was the First Officer on a two-man crew operating Delta 266 BOS-AMS on July 14, 2011. We briefed and were expecting to use Runway 4R for departure. We loaded the AWABS numbers in the FMC for 4R. After pushing back from Gate A14 we started both engines and ran all appropriate checklists including the Performance Checklist.

We called Ramp for taxi clearance and were passed to BOS Ground. Ground instructed us to taxi to 4R on Taxiway K and hold short of Taxiway A. Approaching Taxiway A we were behind an RJ holding on K short of A. After the RJ taxied forward, we pulled forward and held short of A. Ground then instructed us to turn right on B and hold short of the 4L Approach. We read that back and complied. Once at the hold position for 4L Approach, Ground instructed us to contact Tower, which we did.

Within a few minutes Tower instructed us to taxi to 4R and to "hustle around the corner" for landing traffic. We began an expeditious taxi and observed heavy traffic approaching with gear down for landing on what appeared to us to be 4L. Only after rounding the corner did it become apparent that the traffic we believed we were expediting for was actually landing on 4R. Ahead of us B was clear except for an RJ that was facing north on Taxiway M in a line of aircraft awaiting Takeoff on Runway 9.

At that point Tower issued us a frequency change and told us that we would be No. 1 for takeoff and to be ready to go. After acknowledging and switching frequencies, I looked up

and saw we were closing on the RJ holding on M. I voiced my concern about our clearance from the RJ and pointed to it. The Captain applied brakes and moved to the right, but we struck the RJ with our left winglet before coming to a complete stop.

At that point Tower instructed us to line up and wait on 4R. I informed Tower that we had had a collision with the RJ to our left and would have to hold our position.

We asked Tower to send out the emergency vehicles and told them we did not wish to taxi until the aircraft had been examined by ground personnel. Tower switched us to another frequency and we were on it with the RJ pilots, Tower and the Ground Emergency Crews. We contacted our Flight Attendants and determined that our cabin was safe and secure. We had no cautions or warnings. We decided to shutdown the left engine and start the APU.

After getting an opinion from the ground personnel that the aircraft appeared safe to taxi, we decided the best course of action was to taxi back to the gate. We coordinated with Delta Ramp to come back to Gate A14. We completed the After Landing Checklist and taxied back to the gate uneventfully. Once back at the gate, the passengers were deplaned, the aircraft was shutdown and we contacted dispatch and consulted the FOM Emergency Section for the Post-Accident information.

I understand this statement may be released to the NTSB.

Michael Jay Richman
Employee # [number redacted by David Tew, NTSB]

6.0 Written Statement: DAL accident F/A Joyce Fialka

This is my report, as I remember it, for the incident that happened July 14, 2011 on Delta flight 266. Because of the slightly late boarding, we, the FA crew, were "very busy" trying to prepare the cabin for takeoff and the service that was to follow. I mention this because after I did the safety demo in business class, I was in the forward galley doing my final safety check. That is when the incident occurred. I heard a loud noise and from where I was standing it sounded like we ran over something. And of course there was a jolt. I, as well as the passengers near me (the first few rows of business class right hand side) thought because of the sound and movement that we must have hit an animal. I knew we were too far out to have hit a person or a piece of equipment. The purser, Gerhard Von Hauenschild immediately made an announcement and told everyone to stay calm and to remain seated until we had more information. Between the purser and the captain the passengers were kept well informed. When I found out what actually happened I stayed very close to my door in case we had to evacuate. Everyone that I could see remained very calm and nice. The only complaints were about connections. We, the crew, were briefed and debriefed by both our outstanding Captain and purser.

Joyce Fialka
Jump seat: 1CR

Marblehead, Ma 01945

7.0 Written Statement: DAL accident F/A Sonia Vasconcelos

I was working on flight 266, schedule to depart from Boston to Amsterdam, on July 14, 2011. While taxiing out for departure on the runway, I felt a jolt and a loud noise. Passengers on the AC/L start yelling "we hit a plane", and they got agitated and then they tried to collect their belongings to leave the airplane. Also, they began to say "we hit a plane we just hit a plane, let us out". Immediately all of the cabin crew members were in the aisle trying to calm the passengers down and assess the situation; ultimately, we wanted to make sure nobody was injured. The Captain announced over the PA and informs the passengers that we hit a small jet on the left side and we were going to go back to the gate. He instructed for everybody to remain seated with seats belts fastened until we reach the gate. We deplaned safely.

Sonia Vasconcelos
Boynton Beach FL, 33426
Assigned jump seat MRC

8.0 Written Statement: DAL accident F/A Thomas J. Griffin

To whom it may concern,

I was in my jumpseat at 2Lc (door 2 left center) and felt a rather large hit to the aircraft as if our landing gear collapsed. At that time we heard some screams from the cabin and I went out to investigate. All passengers were looking to the left, saying "we hit another aircraft." I could not see smoke, or fire, so, there was no need to exit the aircraft and most of the passengers were calm. I then looked at the wing and saw the winglet was destroyed. The Captain made announcements as he received information as to what we had to do, such as; remain seated, we are okay, and the fire department is coming to check integrity of the aircraft. Soon after that we were able to taxi in.

The aircraft was deplaned and Boston In-Flight Manager Jon Hasselman met the aircraft and ensured that the crew was okay and did a great job at ensuring we were okay emotionally and physically. Mr. Hasselman then notified us that we could not leave the aircraft until we met the needs of Delta's operations control center.

When the Captain was done being semi-debriefed, he once again briefed us of what happened and was quiet concerned about his crew. Just to remind you this was the same Captain that came to the back of the aircraft during catering to brief us and introduce himself to the crew, quite a professional. Soon after we were told we could go home.

Sincerely,

Thomas J. Griffin
Sandwich, Ma. 02563

9.0 Written Statement: DAL accident F/A Steven Broadford

This is my recollection of what occurred on Delta flight 266 on July 14, 2011 I was in my jumpseat preparing for takeoff when I heard a loud noise and felt a jolt. I stayed seated and asked the flight attendant next to me what he thought happened. At that time our purser Gerhard Von Hauenschild made an announcement telling everyone to stay seated and to stay calm and he would give them more information when he could. I noticed from where I was sitting in my jumpseat that the passengers were looking out the left side windows. We soon learned that we hit a small airplane. At that time I got out of my seat to talk with passengers to see if they were okay, but stayed close to my door in case we had to evacuate. We were kept well informed by our extraordinary Captain and purser, the crew was very professional and the passengers were calm and understanding. We were briefed and debriefed by our Captain and Purser.

Steven Broadford
Jumpseat: Aft rt
Marblehead, Ma 01945

10.0 Written Statement: DAL accident F/A Kathleen Power

I was strapped in my jumpseat in the brace position while taxiing. I heard a loud thud and I was suddenly lurched forward. I asked the other flight attendant, "What did we run over?" All passengers were calm in the back except for one man who ran to the back and said he was going to be sick. He told me we hit another plane. We continued our duties and waited for instructions from the Captain.

Kathleen Power
Ipswich, Ma 01938
Seated in 2L jumpseat

11.0 Written Statement: DAL accident F/A Pamela Dowling

All was normal on taxi out. As I was completing my final cabin safety check, I stopped at galley #2 to make certain it was secure. Moving toward my jumpseat I noticed out the window that we seemed awfully close to another airplane. I moved toward the window to look more closely and my instinct was indeed correct. The smaller jet was standing still and as we passed I saw our wing clip the tail of the commuter jet. I witnessed sparks and felt the jolt of the impact. I proceeded to my jumpseat where the purser was already in contact with the flight deck. After he completed the call, we awaited further instructions. The Captain came over the PA

and informed everyone to remain seated, explaining the situation briefly to the passengers. We assisted agitated customers by offering reassurance and water. The emergency crew attended to the commuter jet first and approximately 20 minutes later inspected our airplane informing the pilots that we were able to taxi back to the terminal safely. Passengers deplaned without incident.

Pamela Dowling
Lynn, MA 01902
Jumpseat location.....1Li

12.0 Written Statement: DAL accident F/A Courtney Taylor

I had returned the pre-departure glasses in Business Elite to the forward galley and was heading to my jumpseat for taxi.

I stopped to talk to the passengers seated in 5 C & E ... one of the gentlemen wanted to know if he could use the restroom. I told him due to the fact that we had already started our taxi that he was going to have to wait until we were in the air. I was right at the crew rest area at the back of Business Elite when I heard a loud noise and felt the aircraft jolt. I immediately sat down in one of the crew rest seats to secure myself. I was able to see the damage to the winglet from that seat. Once I was assured that we had come to a complete stop, I went to my assigned emergency exit - the window exits on main cabin left side. As I was approaching the young man seated at the window exit was screaming and cursing; he was very upset and wanted off the aircraft. I was concerned that due to his reaction he was going to attempt to open the exit. I grabbed his hand and told him to calm down and remain seated. I assured him that we were okay, we were not in any danger and that the captain would advise us of the situation and what would happen next. I kept telling him to focus on me, to relax and stay calm. After a few minutes, he relaxed. At this time the rest of the crew was out in the cabin, reassuring the passengers and getting everyone to remain seated. In my area, two rows up from the window exit, a young girl started to cry and was having a bit of a panic attack, Pam Dowling was right there with her, talking to her, letting her know we were okay and that everything was going to be fine. At about the same time a young girl seated behind the exit row at the window began to cry. I took her hand and tried to reassure her, that she was okay and that we would be fine. I went to the mid galley in Business Elite and got a few of the small water bottles and gave them to the 3 passengers that were so upset.

Joyce Fialka had come back to that area and said that the captain wanted to know what we were able to see. I called the cockpit from the phone in the mid galley, told them what I was able to assess, that all passengers and crew were fine, just some people very shaken. They relayed to me what was happening with our aircraft, the other aircraft and that once we had been checked by the fire trucks we would be preceding back to the gate.

The captain did a remarkable job as far as letting the passengers know what had

happened; that everyone should stay calm and remain seated and what would be happening.

Our purser, Gerhard Von Hausenchild also did a fantastic job - making sure all crew members as well as passengers were okay as well as keeping people informed and calm with his PAs.

All other crew members did a wonderful job as far as being out in the cabin, calming and reassuring the passengers when it was safe to do so.

Once we were back at the gate, all passengers deplaned and the crew remained onboard until we were released. With all that was going on, our captain, David Farmer and first officer, Michael Richman continued to keep us informed. Delta had a very professional and caring flight crew (pilots and flight attendants) working flight 266 on July 14th. I am very proud of the job that my colleagues did before, during and after this emergency.

Courtney Taylor
Watertown, MA 02472
MLc (cabin position)

13.0 Written Statement: DAL accident F/A Gerhard von Hauenschild

Situation report from 14 July 2011:

During taxi out of Boston Logan airport on flight DL 266 to AMS on 7/14/20011, after completing the safety video and finishing the final safety check thru cabin I was in the proximity of seat 8 a/b when a hard rumble/impact shook the AC. When hearing FA Pam Dowling exclaiming that we got hit or hit another AC and I was looking out the window, I saw that our left wing-tip had been sheered off and saw damage to a regional JR jet sitting at the left of the wing side. I initiated an emergency call to the cockpit to inform the detail/damage and location to the pilots. Knowing that the cockpit would have heavy involvements with cockpit duties I took it onto myself as PQ to have a PA informing the PAX of the incident what happened, that we are safe and instruction to stay calm, remain seated and to keep their seatbelt fastened. Most left side seated PAX had seen or witnessed the incident and damage and some PAX had become overwhelmed with anxieties and emotions, and FAs went thru the cabin reassuring PAX (to stop and prevent some unwarranted evacuation initiation from PAX). This was followed up with my PA and cockpit PA that the AC was safe, to remain calm and seated with the seatbelt fastened. With the arrival of many emergency vehicles and fire trucks and the amount of flashing lights the anxieties of the PAX had to be calmed by explaining that this was a routine and required safety precaution at any time there was damage to the AC. There were no injuries to PAX or crew members reported.

In closing I would like to commend the FA crew for an excellent response to the

emergency situation to prevent any escalation and keeping the passengers safe, informed and comforted at all times and also to the cockpit crew of captain David Farmer and Mike Richman to keep the crew and PAX informed and reassured of the safety of the AC at all times with various PAs. The captain had already established an excellent rapport with all crew members with a pre-departure and safety briefing, introducing himself in person to all crew members and showing excellent crew communication and coordination to assure flight safety, and showed his concern and professionalism in finding the time at a very stressful situation of keeping PAX and crew members informed at all times.

Thank you,
Gerhard vonHauenschild
Jamaica Plain, MA 02130
Jumpseat 1L, Purser of Flight 266