

Delta Airlines  
LaGuardia Airport- Queens, New York  
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DCA15FA085

**NATIONAL TRANSPORTATION SAFETY BOARD  
WASHINGTON, D.C.**

ATTACHMENT 1

FLIGHT ATTENDANT STATEMENTS

Pages 6

**Flight Attendant 1**  
**Flight 1086**  
**05MAR2015**

We landed in LGA under severe weather conditions. It was snowing on landing and when we touched down we felt like we were going fast and not slowing and then we started bumping and jarring into what seemed an out of control way and we all knew something was going to happen. I could see something flashing by my 1L window so I knew we were too close to something and our wing could get sheared off. Then all of a sudden we were stopped and everything appeared intact. I began shouting to stay down and stay calm, unaware that the PA was not working but the passengers were remarkably calm and I yelled is anyone injured and one person called for me but when I got there it was fine and by then the cockpit door opened and the captain called me and asked if the 1R door was available I said no and he asked for me to check the 2L door. I told him it looked ok but was unsure with the debris if the slide would open safely. We decided to start evacuation procedures through right wings. By this time fire crews were there telling us wing was leaking fuel and to move fast. I had to step to middle of plane for passengers to hear my commands. I had the two passengers at windows open window exits. Then I started calling passengers to window telling them to put coats on if they had them move quickly leave bags. At this time I was checking back to see if they had the exit open. I saw Becky signaling bad exit so I kept yelling for them to come to windows. I checked again in few minutes and found they had the back exit open and thinking there was slide there sent small children and elderly to back. We got everyone off, checked cabin then exited thru tailcone.

**Flight Attendant 2**  
**Flight 1086**  
**05MAR2015**

As we were on our final approach into LaGuardia from Atlanta the flight deck called Carol our flight leader to ensure the cabin was secured and we were in our jump seats. They indicated that we could possibly have a rough landing. We were in fact already strapped in and the cabin was secure. I told my passengers sitting in the exit row in front of me to recheck the security of their seat belts because it might be a bit bumpy. I looked out the passenger windows and noticed that it was consistently snowing and that all of New York was covered in white snow. It was a pretty site but I did think about if the runway would be covered in this same snow.

Our pilots landed the aircraft and as soon as the wheels hit the ground it seemed slippery like there was little traction or at least less than what was considered normal. However, as soon as the brakes were applied there was no doubt because our plane was now sliding and quickly became seemingly uncontrolled. We were tossed up and down left and right with the only thing keeping me and my passengers in our seats were our seat belts. As this was happening I was thinking that I was not going to die but I felt the plane would have to hit something in order to stop. I was preparing myself for that. I told myself to remain calm, I was thinking about my location at 2L, passengers, and how we may have to evacuate. There were quite a few children on board, many of whom I had chatted with and so I was thinking about them. There was also a grandmother sitting in front of me heading to NY to get the results of her granddaughters MRI...I was thinking about her. The passenger next to her was a mom of two, a 3 year old and a 10 month old, and I was thinking about her too. I knew I had to remain calm one for my safety and sanity but also because passengers could see me and we were going to get through this.

We came to a stop - it didn't seem like a sudden and impactful stop but the aircraft stopped after we had been slung to the left. Becky and I stayed in our jump seats for a minute, I for one composing myself. Becky got up first then I got up. I picked up the handset to begin commands to stay seated sit down stay calm but the PA didn't work. Becky and I went through the cabin assessing the conditions. We were checking to see if there was any structural damage to the aircraft, passenger injuries, and the overall state of things. The left upper panel on the Captain's side had come down close to a passengers head after the over wing exits, but it made no contact. It was still attached to the aircraft but was dangling. We asked the passengers in the row if they were okay and they stated they were. There was a lap child next to him still sleeping. I made my way up to first class when I was startled by the sight of water outside the left side of the first class windows - nothing but the water! I started shaking but quickly pulled myself together and made my way back through the economy cabin. The Captain, I noticed, was outside of the flight deck and it appeared he was checking on things as well with Carol.

As I walked through the economy cabin ensuring passengers were still calm, I noticed there were first responders starting to approach the aircraft. One of the passengers in the window exit said the first responders were telling them to open the window. I had not heard from the Captain or Carol to evacuate and so I instructed them that we were not going to do that yet.

The passengers obliged and remained seated and calm. The last thing we needed was an unwarranted evacuation.

Shortly afterwards Carol started saying that we were going to evacuate the aircraft and we were going to use the right side window exits. She had the megaphone but it was very difficult to hear what she was saying from the window exits to the back of the aircraft. We began to tell passengers to get off of their phones and I started over the wings to tell passengers that we were going to evacuate using the window exits. Carol came from the front of the aircraft to the window exits to repeat what she had said from the front cabin. We told passengers to get their coats and leave everything else. I assisted passengers with getting their things and ensured there was order. Carol facilitated at the window exits and I was directing the passengers from the aft of the aircraft to the window exits. Carol yelled back to see if there were any other exits we could use. The 2L door viewing panel was partially obstructed by snow. I looked out the windows at the passenger seats and saw the mangled wing tied up in the fence, snow, and it seemed quite a ways from the ground. There were also no first responders at all on the left side of the aircraft. At this same time Becky opened the tailcone for the second time and determined this was now a good exit. I felt that I couldn't adequately assess that the conditions of the 2L door were in fact good and so I started to direct passengers to the tailcone ensuring that there was no bottleneck at the window exits. I was specifically telling older passengers and the kids to come to the back exit. We continued evacuating the aircraft until all passengers were off. The Captain came through the aircraft, I rechecked to make sure no one was left on the aircraft, grabbed my OBM and exited the aircraft.

**Flight Attendant 3**  
**Flight 1086**  
**05MAR2015**

Flt 1086 ATL-LGA got cleared for landing. We, as flight attendants, did our normal procedures to land. When the wheels touched down, they did not "lock" or feel like we had brakes. We slid right from the first wheel touching down. We stopped sliding and at that point started our commands with "Stay Seated, Stay Calm" as we had no commands from the Pilots to Evacuate. Waiting a few moments longer, I saw Carol get up and start walking a little ways to the aft. So I got up and started walking to the front asking passengers if everyone was okay and was anyone hurt. Nobody was hurt, everyone was calm and quiet. So when I got to the front of the plane the cockpit door was open so I walked in asking if they were ok and all I saw out their window was water! The captain asked me what exits were usable and I looked at the 1L and all I saw was water! Then I looked out 1R and it looked like a fence in the way of the door. So he asked about the over-wing exits and I told him that the aircraft left wing was wrapped in a fence and that the over-wing aircraft right looked useable. Then he asked me about the aft tailcone and I told him I didn't know. He said we needed to prepare the cabin for evacuation. So I started to walk back to see if I could use my exit, the tailcone. That is when I realized everybody (120+ Passengers) were talking on their cell phones. It was very loud. So I started shouting commands as I walked back to the aft tailcone. "Get off your cell phones, you need to listen, We need to prepare for an evacuation, Get off your cell phones now!" also noting that a few people were opening the overhead bins so I shouted "Leave Everything! Only take coats!" Then proceeded to open the tailcone and that is when I saw only water and No slide! I immediately closed the door and shouted, "Bad Exit, Go Forward!" repeatedly for a few moments until a passenger yelled, "I think it's the fire trucks spraying us down with water". I realized that was a possibility so I decided to re-open the door. That is when I saw the ground but NO Slide! I gave the man in the last row my megaphone and told him to wait until I called people to come. I proceeded down the catwalk and pulled the aft tailcone release handle getting no slide still I proceeded to lift cover and pull manual inflation handle on the slide pack. I heard an explosion sound which was the slide inflating, I believe, but it was underneath the aircraft. So still NO SLIDE! That is when the firefighters were yelling at me, "JUMP, GET OUT, GET OFF!" I told people "Come this way, one at a time, stay low, Sit on your butt! Come this way, sit on your butt!" I did this until there was nobody else on board except for the crew. So I got off as well after grabbing my ID and manual. Seeing that all our passengers were loaded on busses, shivering and in shock, I walked around trying to find the crew and pilots. The Port Authority people were yelling at us saying, "Where is the manifest? How many passengers on board? What is your name? Your #?" I then I found the other flight attendants and we began to get yelled at again from the Port Authority to get on the bus. So we flight attendants got on a very full bus but then were told to get off that bus and then yelled at to get on a warm truck. So we did get on the truck but in shock I got off and

went to try to find the pilots and Carol yelled at me to get back in the bus where it was warm. So I got back in the truck only to get yelled at once again to get on another empty bus. This is when the Delta Representatives Cory and Ginny came and they too were getting yelled at by the Port Authority. This became a very chaotic mess with everyone of the Port Authority yelling that they had jurisdiction over the crew! Corey finally took us crew members to another Camper like unit. Where the other Delta Representatives met us and asked us if we were alright and did we need anything? The chaos continued in this unit as well... so Corey closed the sliding door from all the Port Authority and advised us what was going to happen next. They took our names and numbers and we were escorted to the Terminal and then off to the Westin Hotel.