

DCA98MA015
December 28, 1997
Over Pacific Ocean

ATTACHMENT 2

11 Flight Attendant Reports

(12 Pages)

UNITED AIRLINES
 ATTENDANT FLIGHT REPORT
 NAME: *[Signature]*
 CHECK NO: *70538*
 FLIGHT NO: *7411*

at the end of the dinner period. The rest of the flight was unremarkable. I was not involved in any incidents. The flight was smooth and the crew was professional. I was not involved in any incidents. The flight was smooth and the crew was professional. I was not involved in any incidents. The flight was smooth and the crew was professional.

UNITED AIRLINES
 Attendant Flight Report
 FAA Regulations 30.5

ELAINE FRENCH 4

87-12-291 4:57AM:CPB:ME

18470300148

1 31 8

Attendant Flight Report

See Regulations 30-5

UNITED AIRLINES

TO (SUPERVISOR AND CODE)	FLIGHT & CLASS	DATE	FROM	TO	FLIGHT NUMBER	REPLY REQUESTED
NRT Sw	826/Y	12/28/97	NRT	NRT	8823	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

Unusual incidents, unresponsive or upset passengers, unaccommodated service (in-flight), cabin equipment operation.

Flight 826 departed NRT for MNL at 9:05 PM. At about 10:45, we were just finishing the meal service when the seat belt came on. About 15 seconds later we hit severe clear air turbulence. I was in the service center at door 2. I tried to hang on to the counter and crouch to the floor, but the plane dropped very hard and I was thrown to the ceiling. I hit my head on the ceiling and got bruises and cuts on ~~two~~ two fingers of my left hand. About six pots of coffee and tea that were on the counter also hit the ceiling and came down on top of me, drenching me with coffee. Fortunately it was not scalding hot and I was not burned. Because one of the passengers was fatally injured, we returned to NRT. As we returned, I tried to clean up some of the mess in the service center, helped some of the injured crew members, and helped injured passengers, giving them ice bags for their injuries.

ATTENDANT NAME AND POSITION	TRIP FILE	OFFICE
Elaine French - F/A	63681	MNL

SUPERVISOR SIGNATURE	OFFICE

JEFF IKEDA

5

97-12-28: 4:57AM: 87-6823

11476330148

8 5/ 8

UNITED AIRLINES

Attendant Flight Report

See Regulations 80-5

TO (SUPERVISOR'S AND CODE)	FLIGHT & CLASS	DATE	FROM	TO	FLIGHT NUMBER	REPLY REQUESTED
	826Y	12/28/97	HKT	HAWAII	8273	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO

I WAS IN THE SERVICE CENTER AT DOOR 4. WE WERE JUST COMPLETING THE MEAL SERVICE IN SECONDLY ALLEN WE HIT SEVERE TURBULENCE & WAS STRUCK BY NUMEROUS OBJECTS, MOST SERIOUSLY ON THE BACK OF MY NECK, AND A LUNCH CART FELL ON MY LEFT LEG AFTER I HAD FALLEN TO THE FLOOR. THE TURBULENCE HIT VERY SUDDENLY AND WE HAD NO TIME TO PREPARE FOR IT. THE WEATHER WAS SMOGGY AND GAVE NO INDICATION OF ITS SEVERITY. THE DAMAGE TO THE B ZONE CANN WAS EXTENSIVE AND THERE WERE DROPS ALL OVER THE D AND E ZONES.

REPORT MADE BY (NAME AND POSITION)	FAIRPLAY #	CHECK
J. W. IKEDA - B	35728	HALL I

SUPERVISOR SIGNATURE _____

DATE (MM/DD/YY) TIME (HH:MM) DATE PRINTED IN BLOCK _____

John Murakami

97-12-29 4:57AM:8758888

0478338148

8 1/2

Attendant Flight Report

See Regulations 90-6

UNITED AIRLINES

TO (REPORTING OFFICE)	FLIGHT #	CLASS	DATE	FROM	TO	FLIGHT NUMBER	REG. NO.
ANA SW	876 Y		12/28/77	ORT	HNL	8823	<input type="checkbox"/> YES <input type="checkbox"/> NO

Approximately 1 hour and 45 minutes we hit some turbulence. The seatbelt sign was on for less than a minute when the turbulence hit. The English announcement was made by the flight deck followed by the Japanese announcement. I was checking the seatbelts in C zone when all of a sudden the plane dropped. I dropped to the floor and grabbed the seat rail, a lady flew out of her seat and landed on my back. As soon as the turbulence subsided (lasted only a few minutes), I assessed my injury (none occurred), then proceeded to check on the passengers. There were four passengers in C zone with minor injuries. The bulk of the severe injury and damage was in the D and E zone. I treated four people for cuts with bandages and numerous people for abrasions and broken bones. After all of the passengers were treated I proceeded to clear the cabin of all debris and damaged interior as best as I could.

ATTENDANT NAME AND POSITION	EMPLOYEE #	DOB
H. John Murakami - Coach at/str	71089	EMLI

SUPERVISOR SIGNATURE	DOB

Valerie Nagatori 8

97-12-29 4:57 AM: 2991000 1047033100 9 71 3

Attendant Flight Report

UNITED AIRLINES

See Regulations 30-5

TO (REPORTING OFFICE)	FLIGHT & CLASS	DATE	FROM	PLANE NUMBER	REPORT REQUIRED
PHIL SW / NORTON	800 C	12/29/97	NAT	9823	<input type="checkbox"/> YES <input type="checkbox"/> NO

We were finishing the meal service in CC - serving dessert and coffee. Just before the "cabin" signal came on I placed the tray of cakes and cream/cakes on top of the tray cart at Door 4 left, where the ^{salinity} ~~best~~ ^{best} ~~drifted~~ ^{drifted} ~~then~~ ^{then} ~~everything~~ ^{everything} went up to the ceiling the tray cart and ~~baggage~~ cart - I hit my head on that ceiling when fell to the floor - fortunately the cart didn't fall on me. ~~Anything happened so fast!~~ I got up, since the chief person asked by Linda D. K., then checked 100 and went to the back.

AT THE DOOR, ON THE DOWN??

I checked the CC port to see if anyone was caught and proceeded to slowly clean up the mess - glasses, wire bottles, dishes, ~~some~~ equipment ~~dropped~~ all over the cabin. No reported medical assistance - many ~~could~~ ~~not~~ ~~be~~ ~~seen~~ ~~in~~ ~~the~~ ~~aft~~ ~~of~~ ~~the~~ ~~AC~~. After assessing the injuries and situation - Capt Miller decided to return to Newton MA enroute with several injured FO's as well as FO's.

ATTENDING OFFICER NAME AND POSITION	IRIS FILE #	OFFICER
V. NAGATORI - E	79914	NAL

SUPERVISOR SIGNATURE _____ OFFICER _____

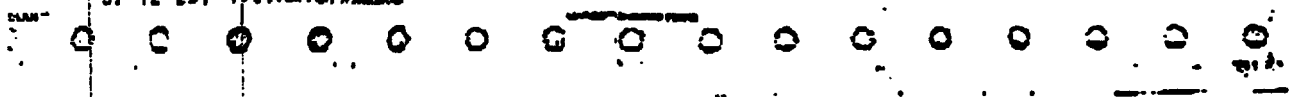
OPERATING UNIT: 1047033100

KOZAN
~~Bob Parsons~~

97-12-29; 4:37AM:87MERS

:0470330:48

F 11 8



UNITED AIRLINES

Attendant Flight Report

See Regulations 20-5

TO (SUPERVISOR AND ADDRESS)	FLIGHT & CLASS	DATE	FROM	TO	PLANE NUMBER	REPORT RECEIVED
NETEN	226Y	12/29/97	NET	LAKE	8223	<input type="checkbox"/> YES <input type="checkbox"/> NO

Unusual incidents; unreasonable or rude passengers; suggested service improvements; cabin approval comments.

We were just finishing the meal service and suddenly there was severe turbulence. I was pulling through "D" zone mid-way through the eight aisle. I immediately went down and grabbed the seat rail and tried to secure myself. We hit more turbulence and I went up - still hanging on. Then proceeded to wedge myself in to seat with a passenger and secured my legs under the row next to the direction of the turbulence. As soon as it was safe I went to check on the injured administering first aid. I was told by an injured 5th & 6th was concerned in E zone. Proceed to her lying on the floor at the same time Bruce Ushigawa came & he checked vitals. She was breathing and had a faint heart beat. Jeff Ueda came while Bruce worked we kept checking vitals. Bruce gave me a micro shell as she stopped breathing and had no pulse. I opened airway blew down into her & blood started to come out of her mouth nose. Bruce then took over mouth to mouth while Jeff chest compressions. A physician was called. I proceed to administer first aid to the other injured passengers when that was completed I used the cabin off debris. Luanne Kozak

ATTENDANT NAME AND POSITION	FARE PAYER	DOB/AGE
Luanne Kozak	41004	12/50

SUPERVISOR SIGNATURE _____ DOB/AGE _____

UPS 267 REV. 04/97 PRINTED IN U.S.A.

6

Joel Nakamoto
10

97-12-29; 4:57AM:APACENS :0478333148 8/8

UNITED AIRLINES

Attendant Flight Report

See Regulations 80-5

TO (SUPERVISOR/COPIES)	FLIGHT CLASS	DATE	FROM	TO	PLANE NUMBER	REPLY REQUESTED
	826	12/29/97	MEM	HNL		<input type="checkbox"/> VRS <input type="checkbox"/> NO

Unusual incidents; unusual behavior of crew/passengers; suggested service improvements; cabin appearance comments.

Turbulence during meal service.
 Was picking up trays & such when
 plane bucked us up to the ceiling.
 w/ carts and bodies - slammed us down
 again to floor. Sent PA announcement
 was just given.
 Lots of people were injured including
 FAs -

ATTENDANT NAME AND POSITION	WAS FILED	COMMENT
JOEL NAKAMOTO	45187	HNL

SUPERVISOR SIGNATURE	COMMENT

UPR 2-87 REV. 8-87 PRINTED IN U.S.A.

7

8

IT HAPPENED RIGHT IN MIDDLE OF THE SERVICE. I HEARD SEAT BELT STRIKE SIGNAL CRASH OR WHIS MACH EARLIER. BUT I CAN'T HEAR THE CRASH OR WHIS LONG EAR. THERE WAS ONLY TUBERIN AS I HEARD THE BIG ONE. IT CAME OUT OF THIS. BEFORE THE FLIGHT CAPTAIN SAID WE WERE EXPERIENCING SOME TURBULENCE THIS MORNING. I HEARD OVER AND OVER. I THINK IT WAS CALLED THAN THE REPORTS. I HAD OVER THE HALF OF THE FLIGHT. I HEARD EVERYTHING THEY MADE PLANE EVERY TIME FROM LEFT. I WOULD UP AS IT WAS NOT IN THE BACK. I HEARD THE MEET AS MUCH AS I CAN AND I WENT DOWN THEIR. GET THE SEAT AT THE REAR. PEOPLE HAD SIGNS ON AND SIGNED AS I MADE AN ANNOUNCEMENT NOT TO MOVE. EXPERIENCED WE ARE RIGHT ENOUGH. WITH DURING THE FLIGHT THERE IS A LOT OF AIR SPACE. LEFT WINDON 200. THERE IS A HOLE OPENING. BUT THAT'S ONLY IN FRONT. AIR PLANE IS OK. WE SHOULD GO AHEAD TO MAKE A NORMAL LANDING. THIS ABOUT 15 MINUTES AFTER WE TOOK OFF. THE AIRLINE THE AIR AND TAKE THE SEAT OF SEATBELT WITHIN 5 MINUTES OF TAKE OFF.

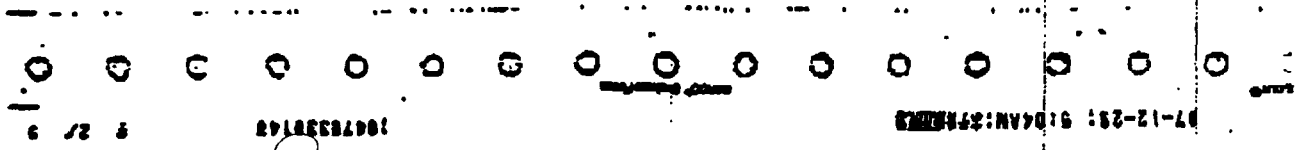
UNITED AIRLINES	FLIGHT NO. 12187	DATE	DEC 30 1997	TIME	16:27
ATTENDANT NAME	HILL	POS	DM	POS	DM

Attendant Flight Report

UNITED AIRLINES

Page 1

Handwritten signature and date: 12/30/97



page 2

UNITED AIRLINES

Attendant Flight Report

See Regulations 30-6

TO (FROM) (FLIGHT) (CLASS) (DATE)	FROM	TO	FLIGHT NUMBER	REPORT REQUIRED
226 C 1215197	DET	HNL	8823	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO

Unusual incidents, unusual or non-passenger, supervised services, or other incidents which require reporting.

A zone and went down to E. I saw a lot of people flood on bus and some said her broken arms and ribs. At the very back of the air plane I saw lady was being attended by three men. She looked very bad. I asked them what I could do. Being nice to them. I took a pack of linen and a bottle of water. I stayed with them I asked again anything else to do. One doctor told me any one of us is a nurse I said no. He was doing C.P.R. He said was doing mass to nurse. I said to doctor if he teach me to do C.P.R. I will do it and I did for a while. Doctor wanted flash light and I gave mine. He checked the lady and asked me to call C.P. and I took a lot of blankets and cover the lady. I helped her husband clean her and dressed her. I stayed until he said leave us two alone. I went up. I checked on him once more time. He had normal landing at 2:30 HNL time. Ground people and fire man took over. He stayed on board until last pay was taken to the hospital.

REPORTING ATTENDANT (NAME AND POSITION)	DATE	DOCKET
Yoko Cahill 84849 HNL		

9

Miyoko Inada

12

UNITED AIRLINES

Attendant Flight Report

See Regulations 80-5

87-12-29 5:08 AM: 87:10:00

18476330149

1 47 5

Q

UNITED AIRLINES

Attendant Flight Report

See Regulations 80-5

TO (ALPHABETICALLY AND CODE)	FLIGHT & CLASS	DATE	FROM	TO	FLIGHT NUMBER	REPLY RECEIVED
	DLG/Y	12/29/87	NRT	HNL		<input type="checkbox"/> YES <input type="checkbox"/> NO

Unusual incidents, unacceptable or poor passenger, suggested service improvement, other appropriate comments.

We took off 5 after 9:05 PM NRT TIME. We had turbulence at 10:45.

We were picking up ECY trays D zone.

(WAS E ZONE concept services - means E zone first.)

So, I went to help pick up tray cart carried the tray carts from R1 door to R2 door.

ELANE & I were going to move the cart to ~~the~~ ^{ward} to Elevator then turbulence happened.

So, I moved to forward, and sat down on the floor & later I sat down next to box seat 18H.

I made announcement when seat belt turned on, and after we had turbulence, too, and sat down for a while and then there was busy to grab the FIRST AID KIT, so I thought needed help in D zone. ~~as~~ FIRST, when few people there in D zone was bleeding from legs and other people were from head, of another next person to him feel pain around ribs.

We made announcement soon we saw those people for doctor or nurse.

ATTENDANT NAME (LAST, FIRST, MIDDLE)	FASTER#	DOB
MIYOKO INADA (Y)	63616	HNL1

SUPERVISOR SIGNATURE

10

Kent Zarbaugh 13

TOTAL P.13

97-12-29 4:57AM:896

0478336148

2 / 1

UNITED AIRLINES

Attendant Flight Report

See Regulations 80-5

TO (SUPERVISOR/COPIES)	FLIGHT CLASS	DATE	FROM	TO	PLANE NUMBER	IMPLY REQUESTS
	826 Y	12/29/97	NRT	HNL		<input type="checkbox"/> YES <input type="checkbox"/> NO

Unusual incidents (unacceptable or false passenger/guest) suggested service improvements; cabin appearance comments.

Service almost over - cards still in aisle and in all service carts.

Me - - busiest putting cards away (lower lobe).
 First saw bump - plane dropped out lower under me about a foot - I immediately tried for the jump seat - - alas, it didn't make it (it was only 6 ft away) - the plane dropped and shifted - I was thoroughly shocked - I felt like a rag doll - I was smashed into the ceiling and then thrown violently across the galley to the floor. My suitcase was thrown onto my face - It happened so quickly. The abnormal rush brought me to the jump seat where I buckled in - heard the call - went upstairs as soon as it was safe to do so (P).

The plane was a wreck - PA's + PSBR's etc. (by and by) - some severely - one young woman - high beam of impact.
 To assist with papers as best as I could, as I was (and) injured. B.J. Kishijima and John Hildebrand were exemplary in their actions. - I think I'll take a bad home.

ATTENDANT NAME AND POSITION	INCIDENT NUMBER	INCIDENT TYPE
KENT ZARBAUGH "D"	70542	HAZ SW

SUPERVISOR SIGNATURE _____

DATE (REV. 888 PRINTED IN U.S.A.) _____

Gordon
Parinas 15

97-12-29: 4:57AM: 874888

1047030140

P 11 0

Attendant Flight Report

See Regulations 83-5

UNITED AIRLINES

TO (SUPERSEDES AND CODE)	FLIGHT & CLASS	DATE	FROM	TO	PLANE NUMBER	REPORT REQUIRED
NE-30	816	12/29/97	DET	MDK	6823	<input type="checkbox"/> YES <input type="checkbox"/> NO

Unusual incidents, unserviceable or late passengers, suggested service improvements, cabin appearance comments.

At the time of heavy turbulence (approximately 1:45) mins. out from DET I was in the Q (two) galley lounge regarding items from completion of the dinner service. I FELT a slight TREMBLE. Then a heavy drop of the aircraft - there was a great crash in the galley & in entire cabin. The entire cabin flipped and rolled on its side. I started to get low on the first tremble, then was tossed midway flight in the galley. I landed on my right buttocks fortunately. After a couple of minutes I went up on the elevator into the cabin to see if I could assist those that were in need. There were quite a few injured in stomach - no garbage or other food or motion when the turbulence sign came on.

ATTENDANT NAME AND POSITION	INSPECTION NUMBER	DEGREE
Gordon Parinas C. Assistant	35021	House

SUPERVISOR SIGNATURE

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