

**ATTACHMENT B**

**FLIGHT ATTENDANT STATEMENTS**

**18 pages**

OBL

**STATEMENT OF MARIETTA LANE - CLT FLT 12**

Departure was routine except for severe electrical problems with the Rockwell System. It took 5 people to work on it, worked before we left for just 2 minutes and because it was departure time - the doors were closed and we were told it may work now. It never did.

We took off, organized BusinessElite service, I served 3 express meals, when turbulence started. The first officer started his brake and I was suddenly ordered to the cockpit at once.

We were descending at that time. Shortly after, Captain Ray Bell called me: "We have an engine fire and are going into Charlotte ASAP. Stow everything. I do not expect an emergency evacuation, but look at your commands." End of conversation. I initiated all-call and told everyone in the crew to review safety procedures after securing aircraft and passengers. I told them an evac was not yet planned. The captain expected "quiet" normal landing.

I informed passengers that the captain informed us we will be going into CLT for a landing to secure their seat, footrest, traytable, hand luggage, etc. for landing.

Crewmembers did walk around to ensure all is safe before taking their seat. I informed our Delta Corporate Security person in 5C and a pilot on vacation at 1B about the situation. I mentioned momentarily the captain has no emergency signal or emergency command planned for landing. I made another announcement about track lighting on the floor - white leading to red and to an exit, in case we lose power and light.

All was calm, touchdown was soft and no noise whatsoever was heard from the aircraft itself, but cockpit noises were very loud. Shouting, horns going off and next minute the evac horn sounded. I grabbed the handset - no answer from the cockpit.

I looked at Scott at 1R and we jumped up to evaluate situation and open our doors. A horrible noise came from behind me. The slide on Scott's side came into the entry way of the cockpit (MD-11). It was inflated and blocking the exit totally.

I evacuated several passengers (first off the pilot in 1B and 2 more male passengers). I yelled to stay at the bottom and help people off. As soon as no more passengers were in the cabin which took only seconds I got Brian to pop the 1R slide with the fire ax. I could not see Scott. I got no answer yelling for him. I thought he may be trapped since I was busy evaluating my door situation, yelling commands to my passengers, pulling the inflation handle and sending people onto my slide with proper commands. When I missed Scott's presence a few seconds must have passed.

I went onto 2L to help, grabbing suitcases, computers and briefcases away from passengers. Several of us were yelling commands at that door with pilots. Most passengers went out 2R & L I am certain.

In no time the aircraft was empty, I saw flight attendants scurrying around checking for left over passengers.

We were in very close contact with each other since P.A.'s were dead and I was only able to yell evac commands upon hearing the evac horn.

Finally only crew was on board. I communicated with Trilda and jumped down the 1L slide with flashlight in hand. Firefighters were all around the bottom of the slides, emergency medical kits were not number one to me. Safety and light was a must. With the skirt around my neck I shot down the wet icy very steep slide like a bullet. My shoes were shredded on both sides. Trilda followed right behind. We separated well passengers towards the busses and light and gathered possibly injured people for the paramedics on the opposite side.

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OBL

I dragged an injured lady over for help to the medics. Then I proceeded to collect eyeglasses, wallets etc. from around the bottom of the slides (found about 20 pairs, cameras, etc.). Crew and passengers were standing in the rain and getting into busses. We split the crew for each bus to have a crewmember with the passengers.

Inside passengers were cared for, we ran back and forth from Concourse A to B-11 because the station manager had no plan and was too nervous to act. We passed OJ, water, coffee and cold drinks to all passengers. Took snack packs around and finally everyone even got a hot meal from us. The crew was a dream. Everyone just chipped in. No one needed to give orders. Everyone in the crew went out of their way gathering information about who would want to proceed to LGW, who would not go, etc.

Scott took over the information desk and made announcements. USAir people (agents etc.) were unbelievable. They organized all the food and drinks, trash bags, medicine, Tylenol, etc. Nothing was too much for them. Two immigration officers and security people worked very hard as well. A separate letter will mention names. We were finally pulled away from our (about 200 passengers) 30 were at paramedic stations, hospitals, etc., at 1:00 a.m. when all our passengers were thankfully satisfied with phone cards, meals, drinks, first aid, etc. We got to the hotel at 1:30 a.m. It was truly like working a difficult flight, but we were all safe and happy. What a crew!

s/Marietta Lane - OBL

1R

**STATEMENT OF SCOTT G. HAME - CLT FLT 12**

I was the 1R flight attendant on this flight. About 10 minutes after takeoff, we were given the 10,000 foot signal, but the seatbelt was left on, due to light turbulence. I got up to start the Business service, along with the rest of the crew. We handed out hot towels, and set up the beverage carts, and opened the wine. Two express meals were served. The pilots called back to Marietta, the OBL, and asked us to take our seats. Thinking it was due to the rough air, we moved the carts and took our seats. The pilots called back about 30 seconds later and asked one of the flight attendants to send the relief pilot back up to the cockpit; they had a problem and needed him right away.

The aircraft started down, so we agreed to stow the beverage items and the carts. The a/c continued the descent at a steep angle, and Marietta talked to a pilot. She told us we had a fire in the #2 engine, and were landing in CLT. She made an announcement to the passengers that we were landing, due to a problem and to prepare for landing. She said the pilot told her not to prepare the cabin for an emergency landing and he did not think we would have to evacuate the aircraft, but we should review our emergency procedures. We completed our preparations for landing, and took our seats.

About 30 seconds from landing, Marietta made an announcement to the passengers reminding them of the emergency lights. The landing was very smooth, and the aircraft stopped. The power went off and the emergency lights came on. The evacuation horn sounded, and Marietta and I stood up. Marietta yelled through the flight deck door to confirm the evacuation signal. Someone yelled yes, so I started my commands to "Release seatbelts, get up, get out."

I went to the 1R door, assessed conditions outside, confirmed the door was armed and opened the door. I saw the door move up into the ceiling and the slide/raft come out of the bottom of the door. As I was reaching for the assist handle near the door, the slide began to inflate. I could hear the rush of compressed air from the inflation bottle and the slide began to fill the doorway, pushing me against the windscreen in front of the row one seats. The slide inflated up to the ceiling from the floor, then bent and came into the aisle, then hit the floor, and bent back up to the ceiling and wrapped around the windscreen. It completely filled the doorway and into the aisle and the area near the cockpit door. As I pulled myself out of the way of the slide, I was worried the slide might explode, because the inflation tubes were completely inflated. It was drum tight. I immediately blocked the exit and looked to the 1L door. Marietta had the door open and was calling passengers to her exit. I started directing passengers to her door.

As A zone emptied, I moved to door 2R. The evacuation was proceeding smoothly, so I moved in to B zone. I called passengers forward to the 2R exit and grabbed carry-on items from the passengers as they passed me. I moved into C zone and directed passengers to evacuate and to come forward.

A passenger stopped and reminded me of a passenger on the left side of the aircraft who could not move. A flight attendant and a Delta employee were struggling to lift him. I went to the back of his seat and lifted him up and we carried him to the 2L door. They let go of his legs, and I lowered him past the door frame, onto the slide. I yelled to the firemen at the bottom of the slide and told them this passenger would not be able to walk off the slide. I repeated it to make sure they understood they were to catch him and carry him off the slide. I let go and the passenger slid into the firemen. They lifted him off and carried him to the grass.

I went back into B and C zones, encouraging the last few passengers to get off the aircraft. I returned to the front of the aircraft, grabbed a flashlight and began a search of the aircraft. I moved from front to back looking in each row and seat to ensure everyone was off. I met the pilots near the back of the plane, told them everyone was off, then moved to the front, double checking to make sure I was the last one on the aircraft, other than the pilots in the back. I went out the 2L door, sliding past the firemen trying to help me, landing on the runway and sliding about ten feet on my back.

1R

The passengers were scattered on the grass near the runway. I helped get them moving toward the fire trucks, helping the people who were hurt, getting them to the triage area. I helped direct the passengers to the buses that arrived to transport us to the terminal, and stayed until the last group left the area. The only passengers left behind were the ones taken to the hospitals.

We were taken to the terminal.

s/Scott G. Hame

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STATEMENT OF TRILDA MCNEILL - CLT FLT 12

I was sitting at 2LI and working 2R business aft.

We had a slight delay leaving due to a mechanical problem. We remained seated after the 10,000 foot signal due to turbulence. The cockpit called after about 10 minutes and said we could get up if we wanted. We set up the beverage carts at 2R. Then the turbulence got worse, and we sat back down. The cockpit called and requested the first officer to go immediately to the cockpit. We decided to put the carts away. A flight attendant picked up the interphone and we were told to get out our checklists as we were landing as soon as possible. I went into the cabin and picked up the 2 glasses and nuts we had out and informed the passengers to fasten seatbelts, stow luggage and open window shades as we were going to land. I retrieved my onboard manual and sat opposite Lisa at 2LI. Marietta the OBL made an announcement that we were landing in Charlotte, fasten seatbelts, and that track lighting would lead to the nearest exit in the event of a power failure. Approximately 3 minutes before landing Lisa answered the call bell from the cockpit and informed me that we will be evacuating due to an aft engine fire. I verbally confirmed this was Sabine sitting at 2RI across the galley from me. She had been told the same thing from Jan (Jeanette) who had also answered the call from the cockpit.

Lisa and I quickly reviewed our emergency checklist and emergency equipment. On the rapid descent it was very bumpy but the actual landing was fairly smooth and we did not notice any signs of fire or structural damage so we did not yell our "heads down" commands.

After we had come to a complete stop, Lisa and I grabbed our flashlights and I looked out the window to assess the situation. I could see no fire, just dark and wet, and fire engines. We then heard the evacuation horn which was not very loud but we both said that's the evacuation horn, lets evacuate. Lisa assessed the situation again and pulled the emergency handle and the inflation cord. Our slide opened normally and I yelled into aft business "open seatbelts, come this way, leave everything". I noticed passengers were collecting their belongings. I believe our first passengers were from the forward business cabin and were the gentleman with his rather frail wife. However we told second and third passengers to stay at the bottom and help people off. The passenger had a lot of carry on and we were throwing it over the side of the slide and in the mid galley. Several passengers hesitated, but we yelled jump and slide 2 at a time and they went. Towards the end of the evacuation a passenger exiting told me that there's a guy back there that can't walk. I went back and saw the non-ambulatory passenger sitting in 20B (the first aisle seat after business). His wife was with him. I asked if he had a blanket under him and looked to see it was just his cushion. I got on his left side and was going to try and lift him when a man with an ID round his neck arrived on the right of him. I remember thinking he must have come up from the rear. He asked me if I could lift him. I replied "I'm pretty strong." I got my right arm under his left arm and my left arm under his left leg and we lifted him out of the seat. At this time Scott was there and held his head and shoulders from the back. We carried him up to 2L. Children who hesitated at the door and we yelled to jump and slide. We placed the non-ambulatory passenger flat on the slide and yelled to the firefighters "Catch him, can't walk, wheelchair passenger". I saw them catch him and carry him off. I went back in the cabin and saw no more passengers just the crew coming forward. I grabbed my jacket on the way up the 1L following behind Marietta. She went down the left side of the 1L slide and I followed on the right side of 1L. We were both caught by firemen at the bottom. It was extremely fast, steep and slick. I know I really slammed into the firefighter.

Once on the ground I went to the non-ambulatory passenger who was laying in the wet grass and very cold. We got a jacket from a passenger and my vest until the firefighter brought him one of their jackets. I went around talking to passengers. Anyone that was injured we took over to the paramedics at the fire engine. The first 4 busses arrived and we loaded passenger with 1 flight attendant per bus. I stayed behind. It started raining heavily and the firemen made a make shift cover near the fire engine. The next set of busses arrived and I went in with the last bus. On arrival we were taken upstairs.

Signature

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**STATEMENT OF LISA DAVIS - CLT FLT 12**

I was seated at the 2L door with Flight Attendant Trilda McNeill. Coordinator Marietta Lane informed us that we were landing in Charlotte due to an engine fire. I was the B-coordinator and at that time putting away the BusinessElite carts. I returned to my jumpseat and started going over emergency procedures when the captain called and informed us that we would be evacuating upon his command. Trilda and I immediately located the emergency equipment we would need for the evacuation and started verbally going over our duties.

Once we landed I heard the evacuation horn go off. I released my seatbelt and grabbed my flash light. Trilda and I assessed the conditions both inside and outside of the aircraft, making sure our door was armed. Once we established that our door exit was safe I asked her if she was ready, meaning clear of the door, and I pulled the emergency exit handle. The slide inflated and I pulled the manual inflation handle. When the slide was fully inflated we began our verbal commands getting people up and out of their seats. The passengers started evacuating the plane. I had to drop my flash light during the evacuation to remove luggage from passengers so that they would not injure themselves, others, or damage the slide. Towards the end of the evacuation a passenger informed us that there was a non-ambulatory passenger still in a seat. At that time Trilda left the door to assist this passenger and I continued the evacuation. Once all passengers were off the airplane we did a head count of crew members and we evacuated.

**Signature**

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STATEMENT OF JEANETTE SUTHERLAND - CLT FLT 12

2R

I was at the 2R jumpseat. Our captain asked us to remain seated because of thunderstorms and we did until we reached altitude at approximately 7:00 p.m. and we started setting up for beverage and dinner service in the BC cabin.

Captain called and requested First Officer Bert Simonsen, who had just taken a crew rest seat, to immediately come to the cockpit.

About 5 minutes later it seemed we started descending.

Approximately 7:15 p.m. captain called and stated we had a fire in the #2 engine and that we were going to land immediately in Charlotte, NC. Marietta, the coordinator, told us that the captain wanted the cabin secured and for us to be seated. She told us the captain stated there was no evacuation planned for that time, but to review procedures. We then felt the cabin jolt, that we later found out was lightning striking the aircraft. The captain made an announcement to the passengers that we had a problem in engine #2 and we would be making a landing in Charlotte, NC.

We secured the cabin, checked passengers and seat belts and then grabbed our manuals and sat down. Sabine Bagdonov and I, who were seated at 2RL, began to discuss procedures and what function each of us might do if a problem occurred.

At approximately 7:25 p.m. the gear was dropped. At the same time the captain called the mid (2LR) and said we would be evacuating the aircraft upon landing and he would give the command. I was worried that the aft of the aircraft may not have gotten the message and decided to call 4L&R to check.. They hadn't gotten the message so I relayed what the captain had said. Marietta made an announcement to the passengers to be aware of the closest emergency exit and that emergency lights would come on with white lights leading to red, which were at the exits. Sabine and I had a more specific discussion about what procedure we would each do, and then assumed brace position.

The landing was very smooth and we came to a fairly quick stop on the runway. I picked up the inter-phone, when no announcement came over the PA, but could get no response from the cockpit. The evacuation horn had come on so we checked conditions at door 2R and started evacuation.

We both had our flash lights as it was very dark. We started yelling leave everything, jump, and sit. We yelled for helpers at the bottom of the slide. Many stayed for assistance. We had to physically remove baggage from passengers, which began to pile up at 2 cross aisle, but one of the pilots began throwing it forward as that cabin was not empty.

After what appeared to be the last passenger I ran toward 3R and saw the paraplegic, who was being helped out. I then ran to the front to check cabin and grabbed the first aid kit from forward bulkhead. I then jumped out door 2R.

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ZR

We were then told to move injured passengers to an area where first aid and ambulances would come, and then take the rest of the passengers to waiting busses. I was told to board a bus with passengers, one flight attendant for each bus.

After we arrived, 3 bus loads, in immigration, I began to treat scrapes and assist passengers. All had a strong smell of jet fuel. After over an hour we were united with the rest of the passengers and crew, where we assisted and fed the passengers until approximately 12:30 a.m.

**Signature**

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2R

**STATEMENT OF SABINE BAGDANOV - CLT FLT 12**

I was working in the business class cabin, setting up for our service, when the captain called our station at the mid-galley requesting for the co-pilot on break to come back up to the cockpit immediately. A short time later we were informed by our OnBoard Leader, Marietta Lane, that we were diverting into Charlotte, NC because of a possible engine fire.

After that we were preparing the cabin and galley for landing. Marietta told us that we might be able to deplane passengers via mobile stairs, but that we should also review our checklists for an evacuation. I was sitting in one of the jumpseats at the 2R door, with Jan (Jeanette) Sutherland, sitting on the other jumpseat across from me.

About two minutes before landing the interphone rang, she answered and relayed to me, that the captain informed her to prepare for an evacuation upon landing in Charlotte, and that he was going to give us the signal to evacuate. Jan then called the aft cabin to make sure that they received that information. We had a normal and smooth landing in Charlotte, after the airplane came to a halt, the emergency lights came on and we heard the evacuation horn go off. Jan tried to call the cockpit, but the interphone system was without power, so we didn't hear the command to evacuate from the cockpit.

Looking across to the 2L doors, I saw Trilda and Lisa open their door. Jan and I assessed the conditions outside our door looking for a possible fire hazard before Jan opened the door at 2R. Once the door was open I pulled the manual inflation handle and watched the slide inflate. After we deemed the exit safe we started shouting commands to direct passengers to the exit and evacuate them off the aircraft. After passengers made it down the slide, we told them to stay at the bottom and help others off. A few minutes later the fire department was at the scene to assist them. The slides were very slick from the rain and passengers slid down at a high rate of speed and needed assistance (i.e. being caught) before reaching the tarmac.

Despite repeated requests to leave everything behind, a lot of passengers seemed determined to take their carry-on luggage with them. I pulled bags from passengers reaching the door so they could exit the airplane safely.

Once all passengers were evacuated I exited down the slide at the 2L door.

**Signature**

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STATEMENT OF SUE HOLLAND - CLT FLT 12

3L

Our LGW bound MD-11 took off late after a mechanical delay (approximately 7:00 p.m.). The seat belt light remained on due to turbulence. The captain called to ask all flight attendants to remain seated. He said "I don't like what I see to the right". A P.A. was made for all to remain seated. Shortly after the P.A. we started descending gradually, but it seemed to me that we were avoiding weather, not descending to land. The turbulence was not bad at my location and I never saw a lightning strike.

We received an "all call" from the OBL stating that we were landing in Charlotte immediately due to an engine fire. Our rate of descent was now steeper and faster. I tried to call the OBL to ask if she knew which engine was on fire. It would have been helpful to know to mentally review the best exits. There was no answer. I proceeded to check the cabin, bags, belts, seat backs and opened any window shades that were down. It was getting hard to walk so I buckled up after putting my flashlight in my pocket. To my knowledge the passengers received two P.A.'s. One stating that we would be landing in Charlotte (no reason given) and one emphasizing the location of the exits.

Sitting at 3L, which faces many people, I felt it was important to stay calm and composed and not to show any emotion on my face that might create panic. This knowledge actually kept me calm. There were two young, strong men sitting across from me as ideal assistants. I reviewed my door opening steps mentally.

We received another "all call" saying we probably will not be evacuating - wait for a command". We landed fast and stopped quickly. There was no evidence of smoke or fire. I got up, checked my door (looked out window, felt), then I called forward as people were getting up. No answer - the phone system seemed dead. I told the people to stay seated momentarily while I evaluated the situation. I then saw people leaving the aircraft at the #2 doors. At the same time I heard a faint "signal" that registered in my mind as a smoke alarm. It seemed to come from business. I quickly told people to come this way and shouted loudly "leave everything". I was standing next to the 3L jumpseat. I was not aware of a "horn" sound specifically at the 3L door and was at this point busy directing passenger flow.

I did not open 3L based on several factors, not necessarily in order of importance. I did not know which engine was on fire and felt any exit forward of the engine and wing was preferable. We were told that we probably would not evacuate - wait for command. Smoke alarm sound was not audible to me until passengers were proceeding toward the 2 doors. It occurred to me that possibly stairs had been brought up to the forward doors since ground and rescue personnel had some advance knowledge of our diversion (I experienced this method in the past). The passengers were calm and the aisle was not backed up - the flow forward and aft was orderly. 3R was not opened, possibly for the same reasons.

I used my flashlight to shine on seats in "C" zone to check for stragglers or people needing help. There were none. I then exited with other crew members at the 2L door. The slide was steep and wet, making it very fast. I was assisted off by 2 firefighters and was thankful that I had changed into my flat onboard shoes prior to takeoff.

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The passengers were gathered a good distance away from the aircraft in a wet field. I talked with people, inquiring about injuries and sending them to medics for evaluation. It was raining hard now. The firefighters produced tarps for people to stand under.

A Mr. Malcolm Charlesworth expressed concern about a bump on his mother's head. I called a medic over to look at her injury and she was sent to the hospital for treatment. I then accompanied a van full of passengers to the terminal. Enroute, I inquired about a woman's leg injury and we stopped to let the medics look at it. She was taken to the hospital. I then was in the company of a police officer who reunited me with my crew in the waiting area.

We spent several hours distributing food and drinks, talking with people and getting more assistance for people with unreported injuries. The major complaint was the smell of fuel on our clothes and shoes.

The passengers were in good spirits under the circumstances, willing to help each other and us. They wanted more information than we knew or were able to give them. They were complimentary of the crew efforts. We were released to a hotel for the night.

**S/Susan M. Holland**

3R

STATEMENT OF LAURA GOODYEAR-GOLDEN - CLT FLT 12

This was Flight #12 from ATL-LGW. I was sitting at the 3R door. Take-off was normal. The seatbelt sign stayed on due to thunderstorms in the area. Our captain called and asked us all to stay seated until we got through the weather. The next call came from Marietta saying we had an engine fire and we would be landing in CLT. We were not told which engine had the fire. Marietta made a P.A. about landing in CLT and asked for seatback, traytables and luggage to all be properly stowed. I began checking passenger's seats and luggage and also said to passengers to make sure their seatbelts were fastened and secure. I returned to my jumpseat. The next P.A. was made about emergency lights. The next call came from Marietta saying we would be landing in CLT and she did not think we would evacuate but if we did she would let us know. 3L and 3R got no further information about an evacuation from anyone. We then landed safely in CLT and came to a complete stop. I looked out the window and did not see any fire. The cabin was dark except for emergency lights. The passengers began getting up and collecting their bags. They were asking me why we landed and should they take their bags. I asked them to remain seated until we knew more information. The evacuation horn started going off. It sounded like a smoke detector. I did not know it was the evacuation horn. I tried to call the two doors and the one and got no answer. Susan at 3L also tried to call the front cabins. Susan and I soon realized an evacuation had started at the other doors. We directed our remaining passengers to the 2L and 2R doors. We then checked our cabin and the back of the plane for any remaining passengers. Everyone was off except the crew. We then went down the 2L slide with the rest of our crew and began assisting passengers on the ground.

Signature

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4L

STATEMENT OF MARY JOYCE RINEHART - CLT FLT 12

I was a f/a on this flight, and was working the 4L position, as "galley" f/a. With me was F/A Cheire Burns, as 4/LI and F/A Gregory Papke, at 4R.

Our flight began normally, the only problems being the failure of our video system requiring a manual demo (which was done in all cabins), and turbulent weather, which Capt. Bell had briefed us to expect. Airborne, we had been advised to remain seated until the Captain let us know we were out of the bad weather area. For this reason, although I had set up beverage and meal carts, these remained stowed – something I was grateful for later.

We were sitting on jumpseats with belts fastened and galleys secured when the first indication of the problem was communicated. We heard the "all call" phone chimes and both Greg and I picked up. I could not identify the speakers, but heard that we had an engine problem, a fire, and were diverting to Charlotte, to prepare for landing. No other information was provided at that point. I relayed the information to F/A Burns. Little needed done at that point – all galleys were already secured, no passengers were standing or in the rear lavatories.

I noted the flash of light, altitude drop – I thought it could be our engine, but also was aware that we were in an area of thunderstorms and it could be that as well.

A short time later, the phone chimed again. It was F/A Sutherland who called saying she wanted to be sure we were aware that we had an engine fire, in the number two, or tail engine, that we would be evacuating on the Captain's command. Again, I repeated the information to Cheire. At that point, I went forward through the left side of the cabin, checking seatbelts, tray tables, etc. A p/a was being made that we were landing in Charlotte.

Since I had conducted the on-the-ground exit row briefing with the two passengers sitting in front of the 3L exit/jumpseat, I returned to them. Not wanting to create any panic, I stooped close to their seats and told them exactly what we were preparing for – that we had an engine fire, would be evacuating in Charlotte on command and that the readiness and ability to participate that we had discussed on the ground was now in effect. They would be working with the 3/L F/A and assisting in any way needed. They indicated they understood and I looked forward. I saw a f/a in the forward part of the aisle checking passengers and so returned to my jumpseat. Our descent was rapid and somewhat steep.

Cheire, Greg and I discussed our planned actions once we stopped. As I was nearest the door, I was heading to it – while Cheire was getting our flashlights and would join me to assess. Greg was heading to his door. Uppermost in my mind at this point was an awareness of just how very close that engine is to our jumpseat and exit area. I was thinking hard about the implications and need to be extremely careful before even considering opening the 4L or 4R doors – any problem with that engine would immediately become a problem inside. The decision to open simply had to be right. We discussed this among ourselves on final, reminding each other that the cry of "fire, go forward" would get people moving toward the front exits away from the source of the problem. We then took full brace positions for landing.

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The approach and landing of Flight 12 was one of the smoothest I've known – absolutely no indication that any of the aircraft's operation had been in any way impaired. I was aware of an odor at this time – a fuel type smell. I did not know if it was fuel being jettisoned or the smell of burning fuel. We "stopped on a dime", but smoothly. As soon as I felt the aircraft stop, I released my belt/harness and ran to the door. Looking thru the port, I could not see anything. I was encouraged by the lack of a red glow, but the darkness prevented me from telling if there were smoke or nor not. I looked out last passenger window – still could not be sure enough that the exit was safe.

The evacuation horn had begun to sound but not standing by it, I thought at first it was the smoke detectors in our area – the sound was faint, and exactly that of the smoke detectors I do hear on occasional flights. Passengers were moving forward to exits – I continued to check our immediate area for any signs of fire – heat, glow – and then I could see the approaching fire trucks. They deployed rapidly, heading mostly toward the 2L door. When I saw several firemen approach the tail section, I had my first clear surety that there was no fire there and opened my door and commenced evacuation from that point.

The procedure was relatively quiet and orderly (I did not need to remove any carry on luggage at my door) and while clearly frightened, people did exactly what we asked them to. We were trying to space our passengers on the slides. They were nearly vertical and the cold rain was making a controlled slide nearly impossible – no thought of "jump and slide" even entered my mind. I commanded "sit down, now slide". Even with firemen at the bottom, passengers were hitting the ground hard. I had time to hold and assure frantic youngsters. Each time a large, strong-looking male approached my door, I made and held eye contact and said, "Please – stay at the bottom and help getting the passengers safely off the slide. Do you understand?" They nodded and left.

After the last passenger had gone down, I went back into the cabin, left side. There were no passengers at all. I saw pilots checking and another F/A. I gave a "thumbs up" sign and headed back to the 4L door.

I thought of – and dismissed – the idea of grabbing some equipment before I left. There was such a fire department presence outside at this time that I felt the need for our equipment was minimal and was far out-weighed by the fact that if a fire were burning, the situation on the plane could change in seconds. I sat, and slid, holding only my flashlight. My face hit something – a helmet perhaps – and my glasses bent. I landed, somewhat twisted, hard on the concrete and was then immediately lifted by the firemen. I saw the passengers grouped some distance from the aircraft and saw the trucks, etc. I went toward the 2L door – saw a pilot getting ready to descend 4L and called attention to him. The pilots were the last to leave the aircraft. Once all crew were off, I joined the others away from the aircraft.

I remained in that area, circulating and talking with passengers until the last group of buses was leaving for the terminal.

**Signature**

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1L

STATEMENT OF CHEIRE LEE BURNS - CLT FLT 12

On Sunday, March 31, we took off in Atlanta on flight 12 bound for London's Gatwick Airport. The captain told us in briefing that the weather was not good and that he would let us know more about it after take-off. It was bumpy on climb out so we remained seated. I was sitting at the 4L jumpseat next to Mary Joyce Rinehart who was sitting at the 4L jumpseat. Gregory Papke was sitting at the 4R jumpseat. We had been sitting for a while when the interphone rang and Mary Joyce answered it. She relayed a message from the cockpit that we were to remain seated until they told us to get up. We talked for a few minutes and then Mary Joyce got up to start the meals. I noticed that we seemed to be descending instead of climbing and was just about to say something to Mary Joyce when the phone rang again. Mary Joyce answered again and told Greg to pick up his phone. She hung up the phone and told me that we had a engine fire and that we were going to make an emergency landing in CLT. We got up to start checking seatbelts and seatbacks. At about the same time the plane was hit by lightning. This of course scared a lot of our passengers. Marietta came on the P.A. and announced that we were going to land in CLT and to check that seatbelts were fastened, traytables stowed and that all luggage was safely stowed. At this time we had no indication as to which engine was on fire or whether we were going to evacuate or not. When the phone rang again Mary Joyce answered it again. The message this time was that the #2 engine was on fire and that we were going to make an emergency landing in CLT and to evacuate the airplane on command. Marietta came on the P.A. again and told everyone that when we landed if we lost power emergency track lighting would come on and that the white lights led to red lights which indicated the exit. She also told everyone to look around for their nearest exit. The Captain made a great landing in CLT and the airplane came to a stop very fast. All the lights went out on the aircraft and the emergency lights came on. It was still very dark even with those lights on. We stood up grabbed our flashlights and checked the conditions outside. We did not see any fire. The fire and rescue trucks were pulling up to the plane as we looked out the window. We immediately picked up the phone to call as we had not heard the command to evacuate. At the same time we heard what sounded like the smoke alarm going off in the bathroom. It was the evacuation horn which was not very loud. Greg stayed on the phone trying to reach someone. He then said that he could hear very faint sounds of an evacuation coming over the phone. We checked conditions at our doors again, still saw no fire and decided that it was safe to evacuate. We blew our slides and started our commands to direct passengers to our doors. The first two men down the 4L slide were directed to help others off, but the firemen arrived and started assisting the passengers. People were going down the slides very fast. It was misting rain and very wet. This made the slides even more slick than they already are. We had to stop at one point because people were piled on top of one another at the bottom of the slide. After everyone was off the airplane we checked the cabin for passengers and then exited the plane by the 4L slide. We moved away from the plane onto the wet grass and started assisting the rescue people with our passengers who were injured.

**Signature**

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4R

STATEMENT OF GREGORY PAPKE - CLT FLT 12

From the outset of being airborne, turbulence kept the aft cabin crew in their jumpseats.

Upon learning that the #2 engine might be no fire, we were told that we would be landing in CLT as quickly as possible. The word "evacuation" was not mentioned but an announcement made by the coordinator about emergency lighting was heard over the public address system.

Aft flight attendants check passenger seatbelts and ensured that window shades were up, all seats were upright and traytables stowed. The 3R bathroom door was locked as were the 4L and 4R doors.

It appeared that we were landing at a high rate of speed with very few outside ground lights for reference.

I personally listened to the #2 engine above the galley area and heard a grinding noise, possibly the fan blades rotating.

At this time, I neither saw nor smelled smoke nor did I see any flame. I looked at the #1 and #3 engines and noticed nothing out of the ordinary. I also looked through both the left and right #4 doors and saw no external flames.

Prior to landing the crew discussed evaluating the exits and advising the other side of what they observed. We also spoke of ensuring that each of the three of us had a flashlight and that we must wait for good slide deployment.

A smooth landing with quick braking brought us to a rapid and surprising stop. I thought we would taxi for several minutes but we did not.

When the evacuation horn sounded, our initial thoughts were that the smoke alarms in the bathrooms had been set off. A quick check of the lavatories revealed no smoke and we then realized that the sound we heard was the evacuation horn. I noticed a flashing red light at the horn and attempted to call the cockpit and other stations on the phone. The system seemed to be inoperable as far as me being able to contact anyone, however I faintly heard someone over the system at the front of the plane saying "Two at a time. Leave everything." I said to the other two flight attendants in the rear, "They are evacuating up front. Go to your doors, look out and open." They opened the 4L door first and I opened 4R.

Approximately 7 or 8 passengers were at my door. The slide opened normally but the wind turned the bottom right side upward. I put my arm across the door to prevent passengers from moving while I waited for a fireman to hold it down.

When I thought it was safe, I permitted several men to exit one at a time because of the narrowness of the aisle exit to the door. The slide was steep and caused the passengers to hesitate.

**DL12/31MAR02**

41R

Approximately 12 people went down my slide. At the bottom, a fireman and several others helped people off, but many were going too fast to be stopped before they hit the ground.

After the last passenger was off, I checked my side of the aircraft and noticed the pilots coming toward me also checking for remaining passengers. I took my flashlight and went down the slide joining the others on a grassy area away from the plane.

**Signature**

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