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

**ATTACHMENT D**

**FLIGHT ATTENDANT INTERVIEWS  
(7 PAGES)**

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Anne M. Kelly     DOE 4-6-83

Q- how long was initial training, A-Initial training - 4 weeks, including Emergency Procedures

Q-what did EMERGENCY PROCEDURES include. A-doors, evacuation commands, smoke filled simulations

Q-when did you last have recurrent training A- my last Jet Recurrent was in June (14) 96 hands on, manual doors

Q-what aircraft are you qualified. A- I'm qualified on all aircraft excEmergency Procedures MD11 and A310 [DL does not currently fly the A310]

Q-where where you seated on the aircraft A-Seated Mid jumpseat [fwd of 2L door]

Walk us through the process from when the passenger began to board until the accident.

A- I was in the back cabin during boarding, secured cabin luggage, checked exit seats. I recall visually checking exit seat passengers. The AIRCRAFT was full, including the exit seats. There were plenty/several infants onboard, 1 in aft cabin in car seat. I asked the parent if child had ticket due to full flight.

I accomplished all-call procedures[dEmergency Proceduresarture procedures] and responded, armed 2L slide and put headrest pad down. The demo PA was done from the front, I did the demo at about row 35. I recall the PA rEmergency Procedureseated exit locations twice. I checked the entire coach cabin and it is my habit to pay close attention to the exit seat/luggage. I double checked the galley and got in my seat. There was a short taxi and then the Captain gave the take-off PA.

We began the roll, short roll, and then a loud bang. I could feel the concussion blast move past me. The aircraft slowed and as it slowed I thought it was not a tire and saw debris in the aisle. I tried to call the cockpit and got no answer. I got off the jumpseat and saw injuries and debris. As I walked into the cabin I saw head wounds. I went to the 2L door and opened it, got a good slide and then saw the fire on the engine. I redirected

(1)

passengers to go forward due to the fire. I yelled ..release seatbelts get up get out. I saw casualties in the back including a man on the floor, so I could not evacuation out the back. It seemed only the people the back were injured...there was a man on the floor and I saw a lady with head injuries.

I handed blankets to Kimberly to hold the ladies head. The boy at the window was beyond help. I tried to help the man on the floor and again tried to call the cockpit. The cabin was full of haze, dust and debris. I assumed the Flight Attendants deployed the tailcone . The passengers initiated the window evacuation. I ran through the cabin to tell the Captain of the serious injuries. I did not recall seeing the First Officer.

Q- Had the interphone been working. A-The interphone had worked previously. This was the 4th leg on this aircraft today.

Q- Did the emergency lights come on A-I do not recall if the emergency lights came on

Q-Why did you go to the cockpit A-The reason I went to the cockpit was because they needed to know how bad this is.

Q-How soon after the roll did you come to a stop A-We came to a stop pretty quickly, maybe 10 sec after we began our roll.

Q-What row is the exit row A- row 24 is the 1st exit row.

Q-who made the decision to stop the evacuation. A-I don't know who made the decision to stop the evacuation.

Q-what did you do next A-When I got back to the aft cabin I tried to comfort the male passenger.

A pediatrician tried to help...checked the pulse of the lady.

Q-how soon did he fireman arrive. A-Firemen arrived within 3-4 minutes The firemen worked on the man.

I tried to release the girt bar but I couldn't.

Terri had brought back the First aid kit .... the one in the back is behind the last row of seats. Dave the FIRST OFFICER got passenger to sit on the wing. A lady tried to come back and get her bag and I stopped her. The unaccompanied minor at 10B was very upset, I gave her [?] a hug. Passengers asked about their flight to London  
It got very warm on the aircraft.

Q-how long were you on the aircraft A-I don't recall how long .

Q-Anything else. A-my training prEmergency Proceduresared me well, it kicks in, didn't think, worked on response, no fire in cabin. Flight Attendants initiated evacuation due to fire, structural damage and no response from the cockpit.

Q-any suggestions A-I have no suggestions at this time.

I spend a great deal of time in the MD-88. I don't hesitate to tell the cockpit when I hear or feel something unusual. I've had previous experience with floor vibration, different engine sounds and compressor stalls. This was my 1st evacuation. We started in SDF-CVG-PHL-ATL-PNS. We picked up the cockpit crew in PNS. I flew this trip WE-TH and FR-SA.

Q-Did fatigue hurt your performance. A- I don't think so. I was tired but I got a good nights sleEmergency Procedures...went to be about 8:30.

Q-any other thoughts on the lap children issue. A-I'm familiar with Delta's policy on lap children .... I tell passenger not to strap child in seat with them.

KIMBERLY RHODES 2YRS 5MOS/FEB 94 [23FEB94]

Q-describe your initial training A-Initial training included EMERGENCY PROCEDURES was a lot of stress.

Q-when was you last recurrent. A-My last JET RECURRENT was in FEB [06MAR96]

Q-is DL your first airline. A-Delta is my 1st airline. I was previously a manager of an Audiology lab. I was based in NYC for 1 yr 4 months.

Q-what does recurrent include. A-JET RECURRENT includes EMERGENCY PROCEDURES, doors- evac&normal modes, tailcone of the 88, evacuation commands, grabbing emergency equipment-flashlights, extinguishers - using commands.

Q-where did you sit. A-I sat on the tailcone jumpseat.

Q-describe for us the events of yesterday. A-This was the 2nd day of a 2day trip. I assisted first class with on the ground service. During boarding I checked the bulkhead and seated the UNACCOMPANIED MINOR. I did the demo in FIRST CLASS/YC [floated between the 2]. I picked up glasses in FIRST CLASS. At departure I think we may have had more passenger than seats. The agent told Kim [Peart] to take a jumpseat. I went to the jumpseat and strapped in. On roll-out I heard a loud explosion. Kim [Peart] yelled commands. I tried cockpit but no answer. I saw light coming through the roof, particles near the ceiling, but I had no difficulty seeing in the cabin. The woman had blood running down her arm from her head. I pulled the handle to dEmergency Procedures to the slide in tail. I told a man to go down the slide and help a lady and child off the slide. The wife of the injured man got off the aircraft and was screaming. Her husband had fallen into the aisle. The entire back of the aircraft got off aircraft excEmergency Procedurest the man and 3 passenger.

Q-how long did it take to get help. A-I had no concept of time. The fireman got there in 5-6 min. EMT took a little longer. The firemen did have medical equipment. We covered up the passenger [boy and lady] I don't recall who requested that we cover the pax.. There was a hole in the aircraft, 2 windows were blown out, overhead bins had fallen, part of the aircraft covered the boy. I got off the aircraft. The aft stairs were lowered with the slide in place and

they took the stretcher down the aft stairs. The slide was released . I went fwd in the cabin about 10-15 minutes after the evacuation. It took a long time to get stairs to the 1L door. Fwd of the over-wing exits it was calm and quiet. Dave was yelling at passenger on the wings to sit down. I left the aircraft after all the passenger were off.

Any Suggestions. A- it took a long time to get the stairs to the aircraft

TERRI SAVAGE went to training in Feb 91 [27FEB91]

What did you think of initial training. A- informative.

Q-when was you last recurrent. A-JET RECURRENT was in Feb [11FEB96] covering doors, windows.

Q-describe the day for me. A-We were beginning the 5th leg of the day.

I worked FIRST CLASS and sat at the 1L jumpseat. Boarding was normal, lots of babies, about 4 lap children, 2-4 car seats. I read the PA's including the exit PA's. I didn't walk through the entire aircraft. Taxi was normal. I told the Captain the cabin was ready for T/O.

There was about 10-15 sec of rollout. We were not going very fast and then a loud bang. I pushed the button to call the cockpit-no answer. We had used the interphone previously so I knew it worked. The cockpit told me to tell the passenger to not evacuation. I grabbed the megaphone, ran back and told not to evacuation. I grabbed a woman and told her not to evacuation. I saw hole in aircraft and lots of blood. I ran fwd to tell the cockpit that we had an emergency situation and possibly 2 dead. I went back to help the unconscious man. He was pinned - head on ground, butt in air. I straightened his legs and he fell into the fetal position. The pediatrician checked his pulse and he started to moan. Dave came back to help and to get the airstairs down.

They took the man down the stairs. It was about 20-30 to get the stairs to the 1L door. Passenger in the fwd part of the cabin were calm and standing. It was very hot in the aircraft. The crew was taken to DL operations in a police car. I took the UNACCOMPANIED MINOR, 11 yr old, to Anne and she took the UNACCOMPANIED MINOR to the agent

Any suggestions A- It went as well as it could possibly go

KIMBERLY PEART became F/A July 1, 1996

Describe initial training. A-Initial training took 5 weeks with 4 training flights.

EMERGENCY PROCEDURES training included assessing doors, evacuation routes and responsibilities.

Training was tough, we were required to do it over and over again until we got it right.

Q-describe the incident A-During the incident I just kicked in to automatic. I was scheduled to go on duty today. I was on the aircraft and the agent came on and asked if I was a F/A and I said yes and he told me to take a jumpseat. I went to the back jumpseat and strapped in, while the other Flight Attendants did the demo. Kim [Rhodes] sat next to me and put the strap across the aisle. During take-off we heard a huge/loud noise. I saw the fuselage folding in from the left side. There was a pouring sound of liquid hitting the floor from the woman on the left. I saw a man slumping into the aisle on the right side.

I began my commands, grab ankles, heads down, stay low. AIRCRAFT came to a stop. Kim went out on catwalk. Anne said phones were dead. We began the evacuation. Kim went to help the injured lady. I went to help direct the evacuation. A mother and baby went down the slide. The father was down at the bottom to help. Very few other passenger went down the slide. I don't recall anyone using 2L. I saw Anne and Kim helping passenger. I asked if I should go to ground to help lady who was screaming - yes. I saw a little girl with a cut on her left cheek, I think she was sitting in 37B, she was the daughter of the mother and son who died. I asked if she was ok and a lady said my husband is a Dr. and he is with her. I saw a boy with a cut on his upper arm. I asked if her was ok - yes except for the cut. I told him to keep pressure on it. I saw a woman who hurt her ankle and a pregnant woman, she was just shook up.

I did not reboard the aircraft, when the passenger boarded the busses I went to DL OPERATIONS. I recall he emergency lights were on, but I don't recall door lights. I saw no structural blockage of the cabin. The firemen entered via the windows

Any suggestions. A- I think everything went well.

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