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NATIONAL TRANSPORTATION SAFETY BOARD WASHINGTON, D.C. 20594

**SURVIVAL FACTORS GROUP FACTUAL REPORT OF INVESTIGATION
(29 pages)**

NATIONAL TRANSPORTATION SAFETY BOARD
Office of Aviation Safety
Washington, D.C. 20594

SURVIVAL FACTORS GROUP CHAIRMAN'S FACTUAL REPORT

I. ACCIDENT

Operator : USAir, Inc.
Aircraft : McDonnell-Douglas DC-9-30
Location : Charlotte, North Carolina
Date : July, 2, 1994
Time : 1842 EDT
NTSB No. : DCA-94-MA-065

II. SURVIVAL FACTORS GROUP

NAME	AFFILIATION
Henry Hughes, Chairman	National Transportation Safety Board
Nora Marshall, Co-Chairman	National Transportation Safety Board
Stephen Veronneau	Federal Aviation Administration, CAMI
Dave Dyer	Federal Aviation Administration, CAMI
Mark George	Federal Aviation Administration, CAMI
Sherry Hendry	USAir, Inc.
Scott Parks	Association of Flight Attendants
Michelle Morris	Association of Flight Attendants
Miles Young	U.S Air Force
Joe Migliaccio	McDonnell-Douglas Aircraft

III. SUMMARY

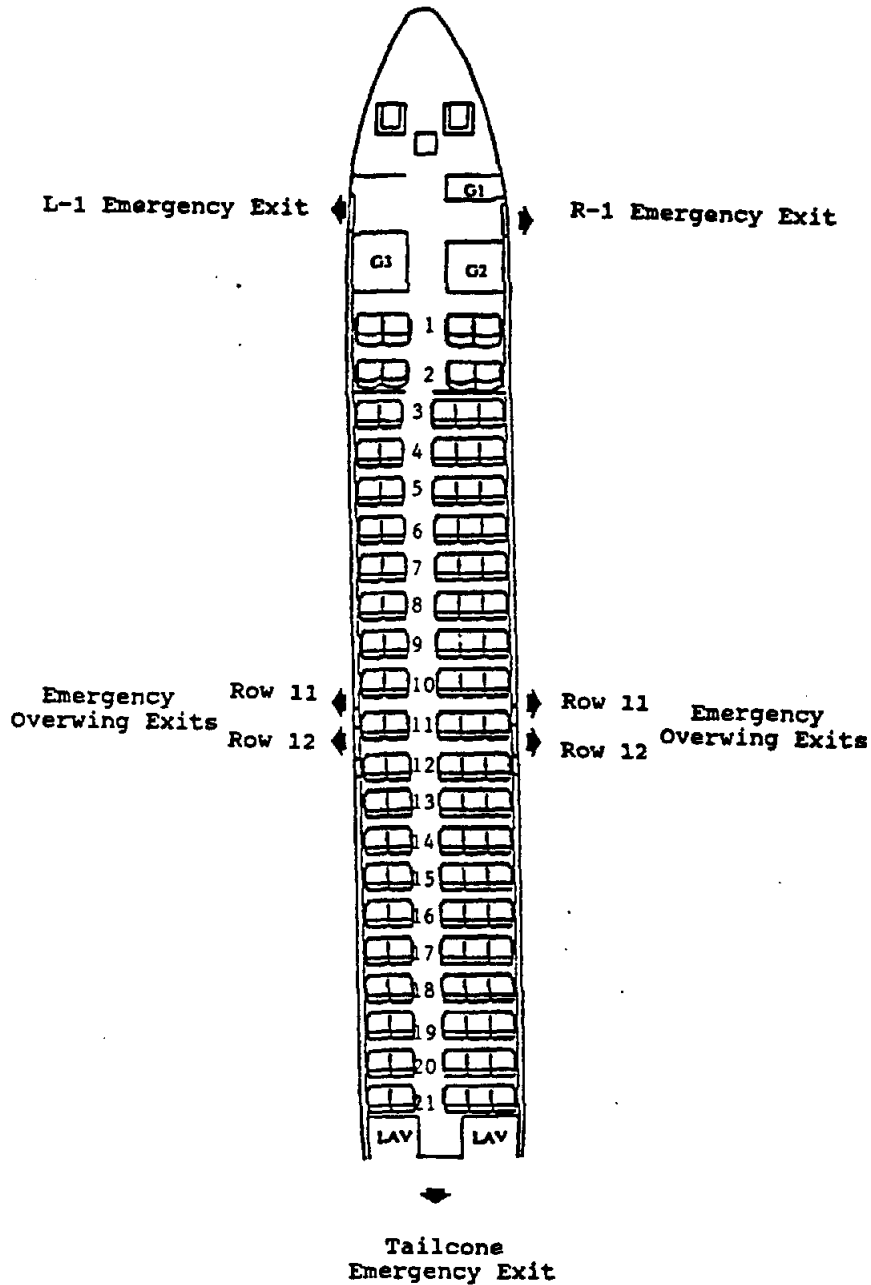
On July 2, 1994, at 1843 eastern daylight time (EDT), a McDonnell Douglas DC-9-31, N954VJ, owned and operated as USAir Flight 1016, collided with trees and a private residence while executing the missed-approach procedure for the instrument landing system (ILS) approach to runway 18R at the Charlotte/Douglas International Airport in Charlotte, North Carolina. The captain and one flight attendant received minor injuries; the first officer, two flight attendants and 18 passengers sustained serious injuries; and 37 passengers received fatal injuries. The airplane was destroyed by impact forces and a post-accident fire. Instrument meteorological conditions prevailed, and an instrument flight rules (IFR) flight plan had been filed. Flight 1016 was being conducted under 14 Code of Federal Regulations (CFR), Part 121, as a domestic, scheduled passenger service flight from Columbia, South Carolina, to Charlotte.

D. DETAILS OF THE INVESTIGATION

1. Aircraft Configuration

The aircraft was configured with 8 first class seats and 95 coach class seats. There was a double aft-facing flight attendant jumpseat located at the L1 door and a double forward-facing flight attendant jumpseat mounted on the tailcone exit door. See Figure 1 below for location of emergency equipment and exits.

FIGURE 1



2. Crew Information

2.1 Cockpit Crew Interviews

Please refer to Operations Group Chairman's Factual Report.

2.2 Cabin Crew Interviews

The flight attendants were interviewed by the Survival Factors Group between July 3-8, 1994. The interviews are summarized below.

Richard Demary, the "A" Flight Attendant

Mr. Demary had been a flight attendant for two years. He was seated on the outboard side of the forward double-occupancy jumpseat.

The gate agent in Columbia said the flight to Charlotte was fully booked. Passengers boarded and one passenger boarded later than everyone else and they shut the door right behind her. There were no wheelchair passengers and he thought that there was one "unaccompanied minor" child.

Ms. Forcht was the flight attendant who "briefed the emergency exit rows" and he checked the cabin. He told the captain that the cabin was cleared for pushback. He did not remember giving the lap-child count to the cockpit. Ms. Forcht told him the passenger count was 48 but he did not remember if that included lap children. The captain had stated in the briefing with the flight attendants that he wanted the actual count of passengers; he wanted to make sure that the count coincided with that of the agents.

The flight attendants conducted the pre-departure safety briefing and since there were no passengers in First Class, they did not have to repeat the demonstration in First Class. The flight had an express beverage service and the flight attendants "didn't have to take anything out." It was a very short flight.

The captain notified Mr. Demary that they were making the approach, and that they should clear the cabin. The seat belt sign came on and he read the Charlotte connection list. He made a final check and made "the seat belt advisory" public address. Ms. Forcht and Ms. Markwith cleared the cabin and he poured coffee out of the pots.

He and Ms. Markwith sat in their jumpseat and fastened their restraints. Everything appeared to be normal. They were both in their brace positions (a protective position for flight

attendants) for landing. He remembered looking out of the window on the door and noticed quite a bit of rain. It seemed to him that the weather had deteriorated considerably since the last time they had left Charlotte, earlier that day. He also noticed how dark it was, but he said "that happens all the time when bad weather sets in." He thought it was a normal approach.

As the airplane continued its approach, engine power was applied and the airplane came back up simultaneously. The nose came up, the power was full, and they "went into a right turn." Mr. Demary has a private pilots license. He had experienced go-arounds before and this one did not seem normal. "The power seemed extraordinary, the nose was up, and it seemed like a right bank, but it didn't seem like we were going anywhere." He stated, "On a normal takeoff you feel the gravitational forces on you, and at one point it did, but then it felt like a sinking feeling. It just felt like we weren't going anywhere."

At that point he gave his seatbelt an extra tug and tightened it tighter than normal. He was not sure about turbulence. Instantaneously, they "hit" - "it was just snapping" and a bunch of loud noises. "When we first impacted I don't know what we hit. I knew that after the first impact we knew that something was wrong. The second impact was so severe, that the airplane turned to the left. I don't know why, it just seemed as though the airplane turned." He described the impact as extremely violent. He did not remember anything else until the airplane came to rest. Then he saw "openness" and it was extremely quite. "There was no more airplane." He was "leaning toward" Ms. Markwith. He immediately reached for his seatbelt, as did Ms. Markwith, and began yelling "RELEASE SEATBELTS AND GET OUT! RELEASE SEAT BELTS, GET OUT!" He saw fire.

He had difficulty releasing his seatbelt because he had to search for the buckle. He attributed this to the fact that the seatbelt is one long strap, and when it is tightened "the buckle moves over." The buckle was over his hip and he was not sure if that was because he had tightened it, or because the buckle moved during the impact. He was searching for the buckle in the middle of his waist, when in actuality, it was over his hip (Mr. Demary estimated that it was 2 to 3 inches off center). He had to look to find it; once he found the buckle he did not have any trouble releasing it and he got out of his shoulder harness. His feet were somehow "caught" but he was able to free them. It seemed as though there was something that was inhibiting him from getting out of the jumpseat. There was some obstruction in the way so he kicked it out of the way. He recalled two impacts on his leg and he believed that "there was something almost entangling me." There was "something" in front of Ms. Markwith.

Ms. Markwith said: "I can't get out, my legs are broken, I

can't get out." She could not release her seatbelt and he did not know if she had the same problem finding the buckle that he had. He stepped from the wreckage to the ground and he reached up and unbuckled her seatbelt. She had already gotten out of her shoulder strap. She couldn't move her legs. He grabbed her in a "bear hug", and pulled as hard as he could. He pulled her out and then she fell. He did not have enough strength to pick her up.

When he was unfastening her seat belt, he saw the captain climbing out of the cockpit door. He did not see the first officer.

Ms. Markwith was on the ground and he grabbed her wrist with one arm and, using all of his strength, dragged her away from the wreckage and laid her in the grass. He did not see anyone and he did not see the rest of the airplane.

He then tried to locate the rest of the airplane and he ran to find anyone who could help. There was fire at the time. He ran down the street for a short distance on the far side of the cockpit.

He saw the tail section and ran toward it and looked for the main part of the airplane. He circled around the area and saw the tail but did not see that the tail was sitting on the house. He looked to see if there was anyone that might need help, but he did not see anyone lying on the ground. He kept looking for a recognizable part of the fuselage. He said that there was a lot of fire in spots around the back of the tail section and there was a lot of smoke.

He ran around the tailcone to the "back engine" but he did not hear anyone. The tail section was adjacent to a fence that had a small gate. Just on the right side of the engine, there was a hole and he yelled: "Release Seat Belts, Get Out". The hole was "a very clean opening" and was "in the shape of the exit window, but smaller." He thought it was a very small opening forward of the engine. The hole was big enough to pick out adult passengers and it seemed to be elevated. He was yelling "Release Seat Belts, Get Out" hoping that his commands would help someone.

Mr. Demary heard someone yelling and saw a woman standing at the opening and holding her daughter. As he picked up her daughter, he rested his arm on the engine. He realized that the engine must have been hot because he thought that was how he sustained the burns on his arm. He grabbed the little girl and put her over the fence. He grabbed the mother and he said it was difficult to get her out. He did not know if there was an obstruction of not, but he grabbed her, pulled her out and dragged her to an area where there was a fence and a building.

Then another woman appeared at the hole after he assisted the mother and daughter out. Mr. Demary returned to the same area when he heard the woman yelling "Get me out, I don't want to die." She was very difficult to get out. He had a hard time helping her because she was hysterical and was physically immobile. He grabbed both her arms and pulled as hard as he could. He got her out and she said her daughter was still in there. He took her to the same area he had taken the others and told a "woman and a man" to stay with them.

He continued yelling "RELEASE SEATBELTS" in the event that anyone "was coherent enough to hear" him. He continued to hear popping noises and saw smoke and he was very worried about secondary explosions. He had a strong desire to go back in but "knew that he shouldn't." Common sense told him "not to go back in there." He went back but did not see anything or hear any voices. He thought the "pops" that he heard sounded like aerosol cans exploding, only louder.

Mr. Demary ran around to the other side of the wreckage, yelling for Ms. Forcht. The captain yelled to him that "She's Ok, She's Ok" and he thought that the captain was talking about Ms. Markwith. He then saw Ms. Forcht and she was badly burned.

The few people who were at the scene were persons who lived in the area. There was no one there in uniform prior to the arrival of the fire trucks.

Mr. Demary saw a young boy (14 or 15 year old) and asked him if there was anyone in the house that the airplane struck and the boy said he did not know. Mr. Demary and the boy "jumped some hedges," and tried to open the door to the house. The door was locked so he assumed that no one was home. He kicked the door down. They went into an area where there was a table and chairs. There was a door with a screen door in the garage area and the screen door had a glass window in it. Mr. Demary was struggling to open the door when he looked down and realized that it was locked. He unlocked it and opened the door. He tried to open the screen door (which opened to the outside) but there was so much debris in the garage area that he could not move it. He broke the glass part and heard a man yelling "Help me, get me out, help me, get me out, I can't breathe".

Mr. Demary was inside the house at the screen door and nothing made sense to him on the other side of the screen door. He thought he saw an airplane tire. He looked into the area but could not see the man who was yelling for help. He stuck his head in that area to see if he could find the man, but the smoke was so bad, he could not breathe. "It was such a burning smell. I just couldn't breathe it in." He yelled to the man to cover his mouth if he could and try to relax, breathe slowly, and stay

calm. He tried to cover his own mouth. At that point he had "an overwhelming feeling that there was nothing that I could do for him." He told the boy to go get help. He also remembered hearing sirens. "At that point I ran out to try to get someone," such as a fireman, to help. He thought they needed someone who could be of more assistance in that area. A man who was very bloody came by and said that there were still people inside the airplane.

Mr. Demary saw that there were live electrical wires down on the ground and the fire trucks were arriving. He saw that there was a telephone pole blocking the street and the fire trucks could not get through; he and a man moved the pole out of the way so the fire truck could get closer.

Mr. Demary then ran back to the backyard of the house. The people that he had helped were gone and he said, "so I figured that someone had helped them." He then went back to the front yard to be with the crew. He said, "At that point I felt that there was nothing more that I could do."

Mr. Demary did not remember receiving medical attention until the "very end." Ms. Forcht was "in pretty bad shape" and she refused medical attention. She told the rescuers "there are people here that need you more than I do." He recalled that someone poured a saline solution on her hands. (See Exhibit 6-B for Mr. Demary's interview summary)

Karen Forcht, the "B" Flight Attendant

A family of three were assigned to Seats 21 DEF and they told her that it was the little boy's first flight and they wanted to move to a seat row with a window. Ms. Forcht told them they could move up after all the other passengers came on. They moved up about five rows. An unaccompanied minor (assigned to a seat in the aft row) also moved forward. A woman with a baby was on the right side. She also remembered the little girl and her mother who were running late because the woman asked about her baggage. Ms. Forcht was the flight attendant who told a mother that she could put her baby in the seat next to her.

Ms. Forcht was seated on the aft forward-facing flight attendant jumpseat for the landing. She felt the airplane "suddenly lose and gain altitude" The airplane began to shake and then the impact occurred. During the impact sequence, "I saw the front of the aircraft erupt in flames, forming a fireball which raced down the aisle toward me." Debris and passengers were "thrown about the cabin." As the fireball approached her, "debris from the collapsing fuselage blocked the aisle and protected me from becoming engulfed in flames." When the airplane stopped, she shouted commands, "RELEASE SEATBELTS! GET OUT!"

The cabin was dark. She assessed the tailcone exit door and determined that it would not be dangerous to open it. She rotated the door's handle and pulled "with all my strength" but could not get the door open.

She instructed a large male passenger to help her pull the door open; a woman appeared and she instructed the woman to help pull also. They got the door open slightly and Ms. Forcht saw smoke and determined that the exit was not useable. She shouted "Exit blocked - turn around."

Ms. Forcht commanded, "Come with me to the window exits!" and attempted to reach the overwing exits. The aisle was blocked in front of her and the cabin was filled with heavy smoke and fumes. They could only move forward two or three rows. She looked on "aircraft right" for light from a break in the fuselage but did not see anything. She looked for an opening on "aircraft left" and found a small hole where she saw light below the passenger seats. She exited down and to the left through the hole, as did an adult male, and adult female, and a small boy.

Ms. Forcht saw a brick wall in the carport. She realized that they had crashed in a residential area. A woman, who she thought was a "passerby," confirmed that help was on its way. She searched for passengers until rescue personnel arrived. She accompanied other crewmembers who entered the house to check for occupants.

She had no trouble getting out of her seatbelt and she thought the seatbelt on the aft flight attendant jumpseat was very good because it was centered and it did not have to be adjusted by each user.

The rear door restraining strap (a device that is designed to keep passengers away from the tailcone exit door until it is useable) was installed in front of her jumpseat. If it had been a useable exit, she would have let the strap down; but because the exit was not useable she did not release it. She described the area as "very small back there" because everything was caved in.

She had a "Crew Manifest" in her pocket and she gave it to rescuers after she exited the wreckage. Because she had sustained burns on her arms and hands (both left and right), she was not able to hand the Crew Manifest to the rescuers. However, someone pulled it from her pocket. (See Exhibit 6-C for Ms. Forcht interview summary)

Shelly Markwith, the "C" Flight Attendant

There were no passengers seated in first class and there

were 2 lap children. The flight was supposed to have been full but it "had fallen apart" and it was a "lighter load." She was in the galley when the 3 bell signal (an indicator that landing is imminent) was given. Mr. Demary made the final PA announcement for landing preparations and she checked seatbelts and Ms. Forcht made the final walk through. Ms. Markwith put her high heels on and she and Mr. Demary restrained themselves in the forward jumpseat.

Not long after the three bell signal the cabin got darker and it was "a little bumpy." She remembered that they flew into rain. She heard "terrain, terrain" and she saw trees. Both she and Mr. Demary were sitting on their hands in a brace position. She was braced and the airplane was sliding back and forth in a sideways motion. She opened one eye and saw the fuselage come apart, lots of debris, and fire about 12 inches away from her. She felt rain on her face.

When they stopped, she and Mr. Demary looked at each other and began shouting, "GET OUT, GET OUT, UNFASTEN SEATBELTS." Mr. Demary was a "split second" faster than she was, and because he was larger, he "pinned her in" while he released his seatbelt. He got his seatbelt off and jumped out. Mr. Demary got out of the jumpseat first and she could not get out. She yelled to Mr. Demary for help because she could not get out of her seatbelt. She looked down and her seat belt was still on. Mr. Demary reached the seatbelt, unfastened it and grabbed her hand. She tried to stand up, but was unable to. Mr. Demary came back and dragged her away from the front of the airplane. She was on her stomach and could not understand why she was unable to walk.

Ms. Markwith rolled over and saw that her kneecap was "open" and she could see the bone. She saw the captain and called for him to help her; he shook his head and did not assist her. She rolled back over on her stomach and "combat crawled" away from the airplane. She saw a lady running down the street and she asked her to call 911. The woman told her help was on its way and she asked the woman to drag her further away from the fire. The woman dragged her to an area with some bushes. Ms. Markwith stated that the captain got the first officer on his feet and walked him over and laid him down next to her.

She asked the captain "what happened?" and he said "wind shear." A lady and a baby, and a tall skinny boy (about age 12) with burns were placed in the same area. She saw Ms. Forcht and she looked as if she was in shock; her eyes were glassed over and she was walking around and she told her to sit down.

She recalled that there was a lot black smoke. The fire department arrived and she thought that it was very chaotic because they said, "lets get these people out of here, lets get

them going--move them away." "Volunteers" moved the people away from the wreckage. A man tied a shirt around her leg and moved her to the side. It was difficult to tell "who was who" at the accident site. For example, it was hard to tell who the paramedics were because they were not in uniforms. She saw Mr. Demary and Ms. Forcht assisting the paramedics.

Ms. Markwith reported that she was bruised and battered on her left side, and she stated that she had 2nd degree burns and 3rd degree abrasions. She also said that she sustained a fractured left femur and her left kneecap was shattered.

She stated that she was not the flight attendant who told the passenger that she could place her lap child in a seatbelt.

She believed that the jumpseat worked well. She was seated on the inboard side of the jumpseat and she was bruised and battered down her left side. Her seat belt was fastened tightly - she always keeps it tightly fastened, "tighter than tight."

She was glad that there had not been a liquor service on the flight. If it had been a full flight, she would have been closing out liquor when the three-bell signal occurred, and she did not think there would not have been time to get back to the jumpseat. She said there was not enough time to deal with liquor kits in the air. On this flight the flight attendants were in their jumpseats earlier than if there had been a liquor service, and the first impact happened soon after she got in the jumpseat.

She felt it was very important for flight attendants to know the importance of sitting in their jumpseats. "The jumpseat will save your life." She recommended that flight attendants get in their jumpseat as soon as they finish walking through the cabin to conduct their pre-landing checks, because everything happened so fast.

She stated that flight attendant briefings are always given before flights. Captains do not seem to care if the first officer attends the briefing (since he or she may be doing the pre-flight walk around inspection), but captains do conduct briefings and they want all of the flight attendants to attend.

She said that Mr. Demary saved her life; "he was so good - he was in control." She said that he ran back to the plane a couple of times. Mr. Demary and Ms. Forcht "were awesome in the way they treated" the passengers - she was proud to work with them. "I can't say enough about them." (See Exhibit 6-D for interview summary)

2.2.3 Cabin Crew Training

Flight attendant training history is summarized below:

Position	Name	Date of Hire	Most Recent Training Recurrent
A	Richard Demary	6/19/92	1/4/94
B	Karen Forcht	3/14/92	1/26/94
C	Shelly Markwith	11/4/85	6/6/94

The three flight attendants were qualified on the following airplane types: B-727, B-737, F-100, B-757, DC-9/MD-80, and B-767. Mr. Demary and Ms. Forcht received their initial training at USAir and Ms. Markwith received her initial training with Pacific Southwest Airlines (PSA). Ms. Markwith completed a 32-hour Merger Indoctrination Training on November 11, 1987, when PSA merged with USAir. Additionally, Ms. Markwith was qualified on the BAE-146.

3. Passengers

There were 52 passengers on board; 27 males and 25 females. The passenger manifest listed 50 names and did not include the names of two in-lap infants. Tickets for passengers Brown and Peppers (adults with in-lap infants) were reviewed and passenger Brown's ticket had "+ infant" handwritten on the face of the ticket and passenger Pepper's ticket had no additional information written on the ticket. There were no handicapped passengers (See Exhibit 6-E for passenger manifest and ticket coupons for passengers with in-lap infants)

3.2 Passenger Interviews

Eight passengers were interviewed in 3 Charlotte hospitals between July 3, 1994 and July 7, 1994. The passenger interviews are summarized below. Passenger questionnaires were mailed to 12 passengers. (See Exhibit 6-F for completed Passenger Questionnaires)

SEAT 11A

Male

Age

Height: 72 inches

Weight: 185 lbs.

His friend, who was assigned 11C, sat in 11D. Two people were seated behind him and no one was seated in front of him during the flight. He was asleep until shortly before the landing. When he woke up there was a storm and it was bumpy. He heard the pre-landing seatbelt announcement. The airplane descended and "he turned his engines on to go up again." A few seconds later they hit the ground, "slid down" and everything was "flying around" him.

He unbuckled his seatbelt and stood up and "there was fire all along the front" and he was the only person in that section of the cabin. His seat row and the 2 seats in front of him were the only seats he saw when he escaped. He looked for his friend and "that whole side was covered over with shrapnel and seats" and he could not see him.

The aisle was clear and there was nothing behind him. He exited the wreckage and went around the back of the house where it was fenced off to try to get some help. "Everyone was really in a panic and no one could help me." He knocked on the doors of some houses and then he came around and saw a bunch of people "but by then it was too late, the part I came out of was already on fire." Rescuers looked at him but since he was not critical, he was put near the end of the list for transport.

SEAT 14F

Male

Age: 34

Height: 73 inches

Weight 170 lbs.

The weather was "pouring down rain, turbulent," and they made one pass around airport and the flaps were up on the back part of the wing. They made a second pass to land and they were closer to the ground. They hit an air pocket and dropped - it was more than usual, like riding a roller coaster. The engines "reved up to a higher level" and the plane started to go up shortly thereafter at a 30 degree angle. He could see the tops of the trees coming fast and he could not see the runway.

When they "went down," there was a definite increase in the noise level and the nose came up. It was pouring rain and he did not see thunder or lightning. They hit the ground, "very prodigious," and it was loud at impact. He felt like the airplane was caving in and seats were coming up; it felt like

everything was closing up around him. The plane stopped and there was fire in front of him. His hair and eyebrows on the right side were singed. He did not feel like he was in the dark but it got hot fast and he was afraid the airplane would explode. He was close to panic because he felt trapped. He could not see the seat directly in front of him following the crash and he released his seatbelt and looked behind. He noticed that the airplane was broken open and he saw green grass and light. "I looked over my back and pushed with my feet and went up and over the seat and fell down 4 to 5 feet." There was fire in front of him. It took about 25 seconds to get out of the airplane. He walked 20-30 yards from the wreckage. He looked behind and saw thick black smoke. He saw 3 or 4 passenger sitting or lying in enclosed fence area. He lost his glasses during the impact.

He was in pain and breathing was difficult. He was unable to assist others because of his injuries. The emergency crews arrived and he was transported to the hospital about 1 1/2 hours later. He did not remember if there were triage tags used but the rescuers paid attention to his breathing.

He sustained a "cauliflower ear" which he thought he got when he struck the seat in front of him. He was sore around his hips. He sustained a fracture of 12th thoracic vertebrae, fracture of left 3rd finger, an ear hematoma, possible small break in his nose, and pain around back and waist.

He was wearing short pants, shirt and undershirt, no tie, Nike shoes and cotton socks. He smelled of fuel and his shirt was covered with black debris and blood from his nose bleed. His clothes were not ripped.

When he got out of the plane, the area was wet but he did not think it was raining. He did not see flight attendants after the accident.

SEAT: 16A

Male

Age: 29

Height: 70 inches

Weight: 180 lbs

He is a Military Air Traffic Controller in Germany. He thought that the aircraft was coming in at a higher rate of speed than normal. He saw a runway at a 45 degree angle on the left side. "I saw the numbers and lights over the threshold as we passed by it at a 45 degree angle and as we passed over the threshold at about 200 feet - something wasn't right." He heard the gear lower and the pilot brought the nose of the airplane up. He observed very bad conditions from his window and saw rain

coming off the wing in contrails. They "popped out of cloud deck at approximately 200 feet, maybe lower."

The first time he noticed that things "didn't feel right" was during the approach when power was added, as if to do a go around. He thought that things didn't feel right as the airplane was trying to gain altitude. He saw a big flash of light in front and shut his eyes. He thought there was one big impact. He received burns on face and wrists, and his chest was "all torn up." He had "a bunch of stitches" in his arm. "I think that the side of the aircraft is what did most of the damage to me." He passed out and quickly regained consciousness; he did not believe that he was out for too long.

He exited the airplane and looked for his wife who occupied Seat 16C. He thought that he was around downed power lines. He passed out a second time and awoke with a woman standing over him. He said that he was going to circle the aircraft to find wife when a fireman stated that he would have to leave the area. He was taken to an area a couple hundred feet from the crash site and was reunited with his wife

He remembered the flight attendant pre-takeoff safety briefing, and although he pays very close attention to them, in this case there was "nothing that he could have done." Things happened too fast to take a protective position during the accident. He felt a huge ball of flame pass by, then felt things hitting his hands and chest. After "coming to" he felt as though he was buried. "I was buried, saw light, felt that if I could crawl to it would be able to find way out." He climbed up, then back, and slid under the fuselage for 7 or 8 feet until he was able to stand.

He did not remember whether the cabin emergency lights came on, "Our lights were on but after the crash I'm not sure. The aircraft was pretty torn up." He heard people choking to the rear and right of him as he faced the wreckage. There was a man and woman seated in the row across from him and the man was in the aisle seat. "The guy across from us was burned pretty bad."

He was wearing thin shorts, sport shirt, heavy T-shirt, and heavy shoes (Nike)

SEAT 16C

Female

Age: 23

Height: 6 inches

Weight: 120 lbs.

She did not remember much of the flight. The bouncing around of the airplane reminded her of the sequence in the movie

"Airplane." She did not remember the impact and remembered being on the ground and police gathering around her. Her seatbelt was on for the whole flight. She was wearing shorts and tank top, slip-on shoes. Her clothing was torn up following the accident - the front of the tank top was open and her top and shorts were also ripped.

SEAT 18D

Male

Age 20

Height 72 inches

Weight 188 lbs.

He was seated next to a mother (in a window seat) and a little girl (in the middle seat). He thought there was someone seated across the aisle from him. On the ground, the pilot, or someone, came from the front and looked at the left wing. He heard an announcement that they would be landing in Charlotte in 10 minutes and the Fasten Seat Belt light came on. Before the accident they were in the clouds. They started descending and the plane was like a roller coaster. He looked over at the woman in the window seat, but did not want to say anything that might alarm the little girl. He took his headset off and put it in the seatpocket

Then there was a "boom" and he heard something on his left. The windows were breaking and everyone jolted forward and fire entered the cabin. He put his head between his legs and used his hands to protect his head. He heard screaming. While he was trying to get out, there was "black stuff" around him. He thought that his chair had moved because he couldn't see the woman next to him. He could not see the sky.

The airplane stopped at an angle and he was leaning over his seatbelt. He struggled with his seatbelt for awhile and finally released it. He saw a hole over the top of him and he climbed toward the hole and then jumped down. He did not know if he was on fire before he jumped off the plane, but a woman on the ground said that he was on fire when he ran toward her. He tried to get as far away from the plane as possible and ran toward the street. A woman told him to sit down and she tried to prevent him from looking at his legs. She stayed with him for a while until he sat down. She thought he was delirious, but he was talking loud in order to get the paramedics to come to him. The woman got phone numbers so that she could contact victim's families.

A man and his mother arrived, and she had him lay back on her lap and she poured some solution on his burns. The bones in his leg were visible and "smoke was coming off of my clothes." He waited for paramedics to come get him but they ignored him. He saw paramedics walking around, going to everyone else. The

paramedics were helping the pilots and the people who were standing up. He did not think it was raining after the accident.

When he was transported in the ambulance, his stretcher wasn't very secure and when they turned he kept leaning toward the right. The man in the ambulance was helpful and the woman in the ambulance kept telling him to shut up.

He was wearing jeans, short-sleeved shirt, sneakers and ankle socks, and glasses - he lost his glasses during the accident. He stated that he sustained burns on right and left forearms, back of head, both ears, torn tendon on middle right finger, and long cuts on his right leg, and his back hurt.

SEAT 18F
Female
Age 28
Height 61 inches
Weight 129 lbs

In-Lap SEAT 18F
Female
Age 19 months
Height 27 inches
Weight 25 lbs.

She was assigned Seat 18F and her daughter was an "in-lap." She and the baby were pre-boarded and sat in Seat 18F. She asked the flight attendant if they were expecting a full flight. She placed her back-pack and purse under the seat in front of her. The bag was "pretty full" but there was some space left under the seat. The Survival Factors Group examined the bag and estimated that the back-pack weighed about 8 lbs. The bag smelled of kerosene.

Another woman with a baby was the last to board the flight and she sat somewhere behind row 18 on the left. A tall blond flight attendant was in the back.

A man named Rahsaan sat in Seat 18E. The airplane was not full and Rahsaan moved to 18D and her daughter sat in Seat 18E for takeoff with a seatbelt fastened around her. The daughter moved back and forth between the seat and her mother's lap, and wanted to play with the people in the row behind her. She eventually got tired and the mother lifted the armrest and the daughter laid down. The child's head was in her mother's lap and her legs in Seat 18E.

After the flight attendant collected the lemonade cups she felt a "little bump" and then a "big bump" and the airplane just dropped. She could not understand what happened. The weather had been sunny and she had seen thick white clouds. She heard an announcement, "I'll have us on the ground in about 10 minutes" and "Flight Attendants please prepare for landing." She recalled entering rainy weather and she leaned forward in her seat to

look out the window. She described heavy rain and the rain was "coming on the wing slanted."

Her seatbelt was pulled so that it was "fitting me." When she realized something was wrong she leaned forward and pulled her daughter toward her. She repeatedly demonstrated a motion of leaning forward and wrapping her left arm over the baby. She thought she used both arms to grasp her daughter as she leaned over. Following the crash she remembered pulling on the baby's leg to get to her.

Following the accident, she was "in and out" of consciousness and did not remember how she got out of the airplane. It was difficult for her to open her eyes fully. When she "came to" she saw blood on her daughter's face. She had dream-like memories of hearing a woman asking, "Where is my baby?, Where is my baby?"

She woke up outside the airplane where someone had dragged her away from the wreckage. When she woke up her head was in the lap of a man named Larry. Her daughter was being held by a woman named Teresa Edwards. She heard her daughter crying and told her "Mom's here." After she returned home she spoke with Teresa Edwards who told her that a rescuer had stepped on Denise's leg in the staging area.

She said that she had a scalp laceration, a sprained left ankle, a burn on the right forearm, and a left periorbital hematoma. Her daughter sustained a fracture to the left leg, a deep laceration under her chin, facial cuts, and her left eye was swollen shut.

She was wearing a denim sleeveless top and skirt, loafers, and was wearing glasses. She lost her glasses during the accident.

SEAT 19D

Female

Age 44

Height: 64 inches

Weight: 140lbs

She was assigned Seat 19E but moved to Seat 19D. There was a girl seated in front of her with a 19 month old baby. Prior to landing she heard an announcement about gate information. The pilot said they were 5 minutes away from landing and told the flight attendants to "please prepare the cabin for landing" and to take their seats

She felt the "engines, brakes, or whatever" and then she

felt "a gunning, like turning the engines to go, like he was circling." Two seconds later they crashed and the lights went out. She recalled a violent shaking - back and over. Then a big burst of fire which made her think that she was going to die. There was still fire in the airplane when it came to a "dead stop" and then the fire receded.

She looked around and saw that she was the only one in that part of the cabin. It was empty, dark, and totally quiet. Then she began to hear people saying "Please help me, Please help me." "Please help me out, I can't find my baby. I can't find my baby."

She unfastened her seatbelt and stood up. She said "Its too incredible to explain the position of all the seats, the seats were down under." She stood up and looked around to position herself. From her back, right side, the flight attendant "crawled over a bunch of stuff." She asked the flight attendant (named Karen) "What can I do to help?" and she said, "Come try to help me open this back rear emergency door." About that same time a black man who had been sitting to her left, in a window seat, escaped from under his seat. He "crawled up through the wreckage" and also came back to help the flight attendant.

They pulled the door open a little and flames were visible; the flight attendant said, "No, No" and they shut the door immediately. Then the flight attendant turned around and said "We can't get out this way" and went the other way.

By the time she re-focused and turned around, there was nobody else there. She saw the black man and a small black child (about 10-11 years of age) wiggling out of a place where there was light at the tail of the plane. She had previously seen this area of light when she went to help with the door, but she ignored it because she had seen flames there as well as light.

She came back to where her seat was and noticed that to the left, there was a door going into a kitchen (inside the home) and she could see directly into kitchen. She was confused and asked herself, "Why is this kitchen here?" She tried to open the "kitchen door" thinking that she could get out through the kitchen. The door was "like a storm door" with glass on the top and a white bottom. The glass in the door was not broken. She wanted to smash the window but she could not find anything loose that she could use.

She decided that she had to go to the area that she had seen the men wiggling through. Then she heard the men yell "We made it, we made it!" and she knew she had to go that way.

During her escape, she had to continually re-evaluate her

exit possibilities and the only way she did not try to exit was going forward. She knew that most people were in front of her. She did not see light or an access, and she did not want to have to crawl over people and possibly hurt someone.

Her seat-mate (Seat 19F) whom she had not seen before, "came to" and began yelling "Please help me, please, someone help me." He had a tree, or something, laying on top of him, and she could only see his head and one boot. She asked him "What do you want me to do?" She could not get him out and she told him to try to think of something else - that she knew she could get out and she would send help.

She did not think the flash fire caused her burns. She thought that she got her burns when she "shimmied out" of the airplane. Everything that was metal was so hot, it was like touching a hot griddle. As she got out through the tail, she was still about 8 feet off the ground. She saw the hood of a car that was slanted, and she slid off of it and ended up at the front porch of the home that was connected to the carport.

She saw a male flight attendant (who did not have any burns but she thought may have had a broken foot) and he asked her if there was anyone else "in there." She told him there was a man in row 19. She also told him that the best way to get to the man was to go into the house and come out through the side door.

She thought that the emergency workers who came and the people from the neighborhood were "incredible."

She believed that "instinct kicked in" and when she realized there was smoke, she tried not to breath any smoke by taking only shallow breaths. She told herself "Don't panic! You can get out." She kept trying to focus on and believe in her ability to get out. She believed that it was her philosophy as a positive thinker that helped her survive. She did not panic; although she was afraid she was confident. She did not want to die, and intended to do everything to prevent it; but decided that if she was going to die then it was God's will.

She was sitting right next to the engine. She heard the "slowing down of the engine and then the gunning up of the engine." She thought that they would abort the landing and do a go-around. Right before they hit she saw trees that were "pretty close."

She saw a baby outside the airplane who was crying. The mother and baby had been sitting in front of her in row 18. The flight attendant told the mother before takeoff that if it was not a full flight, the baby could sit in a seat, strapped in for take-off. The baby was 19 months old and named Denise, and was

strapped in the middle seat for take off and during the flight. There was a younger black man sitting in 18D seat. Across from him was a man who was reading and a woman in the window seat. They seemed somewhat older.

Following the accident, the rows in front of her were buckled over. She could see 2 to 3 feet in front of her seat and there was an open area to the left of her. There were people under her. The "kitchen door" looked like a canopy from an airport jetway. It was dark, but not pitch black. She did not hear a baby crying inside the airplane. She heard the mother yelling, "I can't find the baby, I can't find the baby." She could not see the mother. She tried to look and see but it seemed that there was a tree or branches or something in front of her inside the airplane.

There may have been up to 5 jolts. She was thrown up, back, over, back, and then the airplane came to a stop. Immediately after the impacts flames blew up into her face and singed her hair and the parts of her body that were not covered by her clothing. She was wearing a rayon "crinkle" outfit. (Fabric name provided by her sister.) A bracelet was lost and her earrings stayed on. Her panty hose were frayed and burned except for where her clothing covered them. Hospital staff told her later that her clothing protected her from the heat of the fire.

After the flash fire, she saw flames to the left while she was exiting. The flames were outside of the cabin. Also, there were flames visible when they opened the tailcone exit.

She thought that passengers needed to think about survival and not give in to difficult circumstances. The main thing she could recommend was DON'T PANIC!

SEAT 21C		Inlap Infant Seat 21C
AGE: 20		Age: 9 Months
Height: 65 inches		
Weight: 125 LBS.		

She was seated in an aisle seat in last row in front of the flight attendant. The flight attendant kept peeking around the corner and smiling and making the baby laugh. There was a little boy on the left side at the window seat in front of her and no one was to her right. She and her baby were the only occupants of the row. She heard the pilot make an announcement for landing and say that it was "90-something" degrees and sunny. Then there was a bump and her baby was crying as she flew out of the mother's arms. "I tried to hold on to her." "There was a bump, there was a lot of bumps." Then "the wheels touched the ground, and we were bouncing all over the place" and she hit her head on something. "People were flying all over the place."

During the landing the baby "laid her head on my chest" and did not want to go to sleep. During the impacts the baby "went flying in front of me - I tried to hold her and I couldn't." "They told me I could hold her on my lap. I would have paid for her to sit in a seat." They said that she did not need a seat. The man said that she did not need a seat because she was under the age of 2 and that she was a lap baby and I could hold her. "I would have given my life for her. She wasn't here that long. She just turned 9 months old."

She heard her baby calling to her - "she was calling me, Mama." A man named Kevin "pulled me out of the plane and told me that my baby was okay." "They all said she was okay and that she was at another hospital."

ASSIGNED SEAT: 21D
Age: 20
Height: 71 inches
Weight: 145 lbs.

He was travelling with his mother and nephew. They were assigned seats in row 21 but they moved forward 4 or 5 rows after everyone boarded. They sat in a row of 3 seats; his mother was on the aisle, he was in the middle and his nephew sat in a window seat. A black boy, traveling alone, was seated in row 21 on the left side. The boy moved up to the window seat in row 20 on the left side.

He had his seatbelt on. The flight was normal until they got ready to land. The sky was blue with white clouds and then suddenly they were in the middle of a dark "rain cloud." As soon as they entered the dark cloud the pilot "goosed the gas and sped up." Then he felt the plane bouncing and then a jolt. He stated that "in a split second everything opened up." He felt "stuff, dirt, hitting him in the face." The next thing he remembered was laying on his back under a pile of metal "with a everything piled on top of me." He stated that he barely had enough room on his chest to exhale and inhale. He said that his lung had collapsed.

He felt like he was in the wreckage for about an hour. Someone told him that he was trapped "for about an hour to an hour and a half before he got pulled out." It seemed to him that he was on his back, facing upward. He could only see metal and a little bit of light. He felt a lot of heat in his face. He could hear a few people screaming and asking for help.

After a few minutes of laying in the wreckage he heard someone say, "Is anyone in there?" and he stated "4 or 5 people yelled out and I yelled out too." It was "so tight in there that I really couldn't yell that loud because I couldn't get enough air."

He could hear people above him. It sounded like people walking on metal and banging metal around. He heard someone say, "Where are you?" and all he could say was "here" because he did not know where he was. Someone put an "air mask" on top of his face. He could hear "cutting" and when they used the cutters he could feel vibrating around him. "They finally got to me and cut me out." He was transported to the hospital in a helicopter.

He was wearing blue jeans, a tee shirt, and black leather shoes.

4. Aircraft Damage and Wreckage Site

4.1 Description of Site

The accident occurred partially on airport property and in a residential neighborhood just west of the airport in the 4200 block of Wallace Neel Road. See Structures Group Factual Report of Investigation for information concerning the accident site.

4.2 Damage to Airplane

The airplane was destroyed during the impact sequence and the post crash fire.

On July 4 through 7, 1994, members of the Survival Factors Group examined the wreckage at the accident site and at the North Carolina Air National Guard facility at the Charlotte/Douglas International Airport.

4.2.1 Exterior Damage

Four major portions of the airplane comprised the majority of the wreckage in addition to the right wing which was separated from the main wreckage. (See Exhibit 6-G for Wreckage Diagram)

The cockpit, forward galley, the four first class seats on the left side of the airplane, and approximately 12 feet of flooring aft of the coach cabin divider was located facing south on the traveled portion of Wallace Neel Road. There was no evidence of post-crash fire in this portion of the wreckage.

A section of the first class and coach section of the cabin which was comprised of the flooring and seats on the right side of the airplane from rows 1 through row 8 seats and rows 3 through 8 on the left side were found commingled where they impacted two large hardwood trees about 90 feet west of the cockpit section on Wallace Neel Rd.

The left wing and overwing area which comprised rows 9 through 14 was located in the front yard of the private residence

at [REDACTED] The wing box structure was generally intact however, the cabin area was destroyed by fire.

The aft section of the airplane was comprised of the tail section and both engines along with seat rows 17 through 21. Rows 17-19 were separated from their floor tracks and were found under rows 20 and 21 which were intact. The tailcone area sustained impact damage along the floor, which was deformed upward and which prevented the tailcone door from opening. This section of the wreckage came to rest inside the carport attached to the private residence at [REDACTED]

The right wing was located adjacent to several hardwood trees about 400 feet east of the four afore described portions of wreckage.

The first evidence of fire was located on the ground track along the right side of the fuselage at about where the right wing was found approximately 400 feet south of the main wreckage. The inboard area of the wing exhibited thermal damage that included melted metal. Additionally, trees on the right side of the ground track were slightly singed to their full height of 40 to 50 feet. The lower trunks of these trees were sooted on their southwest sides.

The burn pattern continued northward along the right side of the ground track to the area where two large hardwood trees (60 to 70 feet tall) and the right portion of the forward cabin came to rest. In this area there was evidence of heavy sooting on the lower tree trunks and slight singeing of the upper branches.

The cockpit, forward galley, and left side first class section, which came to rest across Wallace Neel Road showed no evidence of fire or thermal damage.

The left wing and the attached overwing portion of the wreckage sustained heavy fire damage with some sections burned away. The cabin structure was missing from floor level on the left side over to window level on the right side. Examination of the right side showed the bottom of the aft right emergency window exit portal aperture was present. The entire cabin above the floor level was missing.

The tail section of the airplane came to rest in the carport at [REDACTED] Sooted material and melted aluminum were found on the aft left engine outside of the tail section. The interior of the tail section was not burned.

4.2.2 Interior Damage

4.2.2.1 Cockpit

The cockpit sustained substantial deformation. The captain's, first officer's, and observer's seats were partially detached from their anchorage points. The floor and subfloor of the cockpit were destroyed. The captain's and first officer's seats exhibited structural damage, but were essentially intact. The restraint systems were operable and intact, with the exception of the captain's seat's tie down strap, which had pulled loose from its attachment located under the front of the seat. The following nomenclature was found on the cockpit seats:

	<u>Captain's Seat</u>	<u>First Officer's Seat</u>	<u>Restraint System</u>
Manufacturer:	AMI Safety "Pilot"	AMI Safety "Co-Pilot"	American Safety 5-point
Part Number:	1100-301 BTU	1100-302-BTU	502214-401 Capt. 502214-403 F/O
Serial Number:	179	122	
Date of Mfg.:	6/12/90	12/16/89	
TSO Cert.:	TSO-C-39a	TSO-C39a	Unknown

4.2.2.2. Cabin

The airplane cabin as previously described was separated into 4 major sections which were located within approximately 150 feet of each other near the private residence located at [REDACTED]

The L-1 flight attendant crew seat was found loose in its bulkhead mounting brackets, and the seat pan was displaced downward on the aft inboard portion. The restraint systems were undamaged and operational. The manufacturer, the model number, and the serial number were not identified on the restraint system.

The aft flight attendant jumpseat and restraint systems were undamaged. The aft jumpseat restraint system was manufactured by Pacific Scientific, Part Number 110155003.

Seats 1A,1C, 2A, 2C were secured to their floor tracks. Seats 3A and 3C were missing. Seats 4A and 4C were found in place and the forward-most seat legs were detached from their floor tracks. Seats A and C in rows 5, 6, 7, 8, 9, 10 on the left side of the cabin were missing.

Seats in rows 1-10 (D,E,F) on the right side of the cabin

were missing. The left and right cabin dividers between first class and the main cabin were missing and only their base support brackets remained in place.

Several double seat units from the left side of the cabin and triple seat units from the right side were found commingled in the area west of the private residence located at 4228 Wallace Neel Rd.

Seats 13 DEF in the overwing area were damaged by fire and were still attached to their seat tracks. Seats 13A and 13C were missing. All of the seats (A, C, D, E and F) in rows 11, 12 and 14 were missing.

The aft area of the cabin in the vicinity of rows 17, 18, 19, 20 and 21 was found inside the cabin in the carport of the private residence. Rows 18 and 19 were separated from their floor tracks. The floor was displaced upward slightly which prevented the tailcone door from being opened. Rows 20 and 21 were found attached to their floor tracks. Seats from rows 15,16, and 17 were located under the wreckage.

The overhead bins on both sides of the cabin between rows 20 and 21 were intact as were the passenger service units. None of the other overhead bins were located during the examination of the wreckage

The following nomenclature was found on the passenger seats:

<u>First Class Seats</u>	<u>Coach Seats</u>	<u>Restraint System</u>
Manufacturer:Weber Aircraft	Fairchild-Burns	American Safety
Part Number: 840755	86403	449345
Date of Mfg: 3/89	10/79	Unknown
TSO Cert: TSO C-39a	TSO C-39a	TSO C-22f

4.2.2.3 Emergency Systems/Equipment

The forward boarding (L-1) door was found attached to the forward cabin in the locked position. The slide pack had been removed during the rescue and recovery operation, and later examination revealed it to be undamaged with a fully charged bottle. It was noted in photographs taken immediately after the accident that the girt bar had been attached to its floor fittings.

The forward service (R-1) door was missing from its attachment points and was located several feet away in the wreckage. The escape slide was found outside its stowage bustle in the area of the door, with thermal damage.

The tailcone slide was found unfurled and dangling after the wreckage had been moved, but its condition was not noted.

The following nomenclature was found on the slides:

	<u>Slide L-1</u>	<u>Slide R-1</u>	<u>Tailcone Slide</u>
Manufacturer:	BF Goodrich	Destroyed	BF Goodrich
Number:	7A1274-2	by fire	13621-2-29
Mfg Date:	9/82		3/92
TSO Cert:	TSO C-69		TSO C-69
Most recent inspection:			

The four emergency overwing exits that had been located on the left and right sides of rows 11 and 12 were missing from their window apertures. The two left window hatches and one of the right window hatches were consumed by fire. One of the right hatches was found approximately 10 feet south of the overwing portion of the wreckage. It could not be determined whether the remaining hatch was the right forward or aft overwing hatch. The window exit sustained minor thermal damage but was functional. It was undetermined whether the exit window was opened intentionally or was ejected from its window frame during the impact sequence.

The cabin sidewalls were consumed by the post crash fire.

The aft tailcone emergency exit door was found attached to its attachment points on the door frame and the cabin floor was displaced upward which prevented the door from fully opening.

There was no physical evidence to suggest that the boarding, service, or tailcone doors were used to evacuate passengers. All doors sustained impact and/or thermal damage.

All the emergency systems/equipment was accounted for except the flight attendant flashlights located near the aft jumpseat which were both missing. Fire and rescue officials indicated they may have been removed during the evacuation and recovery operation. A separate attachment details the items of equipment examined (See Exhibit 6-H for Emergency Equipment List).

5. Medical and Pathological

5.1 Injury Table

	COCKPIT CREW	FLIGHT ATTENDANT	PASSENGERS	OTHERS	TOTAL
FATAL	0	0	37	0	37
SERIOUS	1	2	15	0	18
MINOR	1	1	0	0	2
NONE	0	0	0	0	0
TOTAL	2	3	52	0	57

5.2 Survivor Injuries

Injury information was not available at the time of this report, however, preliminary information indicated that survivors sustained fractures, internal and head injuries, and burns. Injury information will be added to the docket when it is received.

5.3 Fatal Injuries

Autopsy reports were not available at the time of this report. Injury information will be added to the docket when it is received.

6. Crash/Fire/Rescue (CFR) Response

See Airport Fire and Rescue Group Chairman Report

7. Survival Aspects

7.1 Evacuation

Survivors were either extricated by emergency responders or escaped through breaks in the fuselage. The pilots and the "A" and "C" flight attendants exited the wreckage on Wallace Neel Road. The "B" Flight Attendant and two passengers attempted to open the aft tailcone exit door, however, they were only able to open the door slightly. They observed smoke and flames and closed the door, and exited through breaks in the fuselage. They escaped from the wreckage onto the property at the private residence at [REDACTED]

The "A" flight attendant lifted the "C" flight

attendant (who was unable to stand or walk because of her injuries) from the forward jumpseat and dragged her away from the wreckage. He then ran to the tail section of the wreckage and assisted two women and an 18-month-old girl from the wreckage near the aft right engine. He kicked in a door to the house at 4228 Wallace Neel Road and attempted to help other passengers who were trapped inside the aft cabin. He was unable to reach any of the trapped passengers and he exited the house and told emergency personnel where they were located.

7.2 Other

7.2.1 Passenger Manifest Requirements

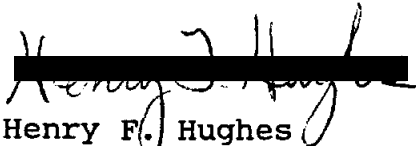
FAR 121.693(e) requires that passenger names be recorded. Action Notice 8340.29 issued by the FAA on December 30, 1988, and Air Carrier Operations Bulletin No. 8-91-2 reaffirm that "any person provided transportation on an air carrier aircraft, who is not a crewmember with assigned duties, must be recorded as a passenger and listed as required by Section 121.693(e)." Children, regardless of their age and whether they occupy a seat, must be listed on the manifest.

The USAir "Flight Attendant Manifest" is generated by the Customer Service Agent about 10 minutes prior to departure and is given to the flight attendants prior to departure. This manifest lists such information as passenger count, number of meals and special meals, names of non-revenue passengers or unaccompanied minors, or special service requests such as the need for assistance. The Flight Attendant Manifest is not required under 14 CFR 121.693 (e).

Current procedures for "Infant Boarding Pass-Non Assigned Seat" are found in the USAir Passenger Service Manual. (See Exhibit 6-I for Infant Boarding Pass Procedures) According to those procedures, a passenger who is traveling with an infant (lap child) should have "Plus Infant" written in the name field of their flight coupon, and two Non-Seat Assigned Infant Boarding Pass stickers should be completed. One Non-Seated Assigned Infant Boarding Pass is attached to the accompanying parent/adult boarding pass and the other is attached to the accompanying parent/adult lifted flight coupon.

The "flight attendant passenger count prior to departure" procedure was eliminated when USAir implemented Advanced Boarding Control II (ABC II) system. As of September 13, 1994, flight attendants were no longer required to obtain a passenger count prior to departure (except on B-757 and B-767 aircraft). Current procedures with the ABC II system (except for B-757 and B-767), specify that the final passenger count is obtained by adding tickets lifted at the gate with the number of passengers

remaining on board (if any). The information is sent to the cockpit via ACARS, during taxi, and prior to liftoff, for weight and balance. Flight Attendants are instructed to conduct passenger counts whenever they are requested by the Captain.



Henry F. Hughes
Senior Investigator
Survival Factors Division



Nora C. Marshall
Senior Investigator
Survival Factors Division

Exhibit Number: 6-B
Docket Number: SA-509

NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C. 20594

Interview Summary of Flight Attendant Richard Demary
(22 pages)

NOTE: Sorry it took so long to return this. If there is anything else I can help with please call me. Hopefully my words in my memory will be completely returned. Rich

The following is a summary of the Survival Factors Group's interview with RICHARD DEMARY

SEX: MALE
LOCATION: "A" F/A
FORWARD DOUBLE JUMPSEAT
OUTBOARD POSITION
AGE: 31
HEIGHT: 5' 8"
WEIGHT: 180 LBS

* We were doing a Columbia turn from Charlotte, I seem to remember it being a full flight when we got down to Columbia. I think we had a deadheading crew going down to Columbia. We cleaned the airplane.

* The agent said it was booked full, so we tried to get as much done and cleaned, then they started boarding.

* I remember one passenger boarding later than everyone else. I think they shut the door right behind her.

* Karen was the person briefing the emergency exit rows, which she did on that flight. I checked the cabin and it was cleared for pushback I told the captain that.

* I don't remember giving the lap-child count. Karen had brought up the count to me as 48, I think. From what I remember I don't know if that included the lap-child count or not.

* The captain had said in his briefing that he wanted the actual count on the airplane. He wanted to make sure that the count coincided with that of the agents.

* So now we pushed back and everything was normal. It was a routine flight. We did the demo as planned.

* There was no one in First Class, so we didn't have to repeat the demo.

* It was an express beverage service, so we didn't have to take anything out. It was a very short flight.

* The captain came on and said we are making the approach so clear the cabin. The seat belt sign came on. Shortly after it came on I read the CLT connection list. I made a final and of course the seat belt advisory.

* I personally did the announcement. I always have a standard announcement prior to landing. Karen and Shelly cleared the cabin as they went back. I poured coffee out of the pots.

* I took my jumpseat when she came up. And she took her jumpseat. Everything appeared to be normal.

* We were both in our brace positions. At certain points I remember looking out of the window on the door and notice quite a

bit of rain. It seemed that the weather had deteriorated considerably since the last time we left CLT.

* So I did notice that and I did notice how dark it was. That happens all the time when bad weather sets in. It seemed to be a normal approach.

* We came in, and, the power was applied and we came back up. I'm not sure which took place first, I think they were both simultaneous. The nose came up, and the power was full.

* I remember seeming as though it took a right turn. Just a little bit of a right turn. I had gone through go-arounds before and at that point it seemed to be normal. All the procedures seemed to be normal.

* I also have a private pilot's license. I do have a little bit of knowledge on certain things and I have flown a lot. I have had go-arounds before and this one didn't seem normal. The power seemed extraordinary, the nose was up, and it seemed like a right bank, but it didn't seem like we were going anywhere. On a normal takeoff you feel the gravitational forces on you, and at one point it did, but then it felt like a sinking feeling. It just felt like we weren't going anywhere.

* At that point I took my seatbelt, ~~fastened it~~, gave it an

3 SEAT BELT WAS ALREADY FASTENED.

extra tug. I wasn't sure about the turbulence. (~~I just reached in my brace position.~~) I'm not sure what this means.

* Instantaneously we just hit. It was just snapping, it just snapped. A bunch of loud noises. Almost immediately after that, I remember turning a little bit then there was a tremendous impact. I don't know whether we hit something, or something turned the airplane, or that I turned on my own. I didn't turn on my own

power. I remember just an extremely violent impact. *AT THAT SECOND IMPACT, the Airplane opened to the outside. I do remember the very loud noise of RAIN, WIND and general "CRASHING" sounds. I do remember the pain of feeling the wind & rain.* ~~At that point I don't remember anything till we were still when the airplane came to a stop.~~ I do remember seeing light - just as it opened up. I can't say if I opened my eyes, because I don't remember if they were closed. I just remember seeing openness. It was extremely quite. *AFTER WE STOPPED.*

* I immediately reached for my seatbelt, as did Shelly, and began yelling "Release Seat Belts, Get Out, Release Seat Belts, Get Out". At that point our main thing was to get out of our seatbelts.

* I did notice fire.

* I had a hard time getting out of my seatbelt, because that particular seat belt is one long strap and when you tighten it

the belt comes over. And because it was over on my hip, I'm not sure if it is because I tightened it or because of the impact, that the belt had moved. It moved, I was searching for it here (pointing to middle) and in actuality it was here (pointing to the area on his hip). I had to look to get it off. I got out of my shoulder strap.

* My feet got caught. I got my feet out. I remember yelling: "Release Seat Belts, Get Out" along with Shelly. Shelly then said "I can't get out, my legs are broken, I can't get out". She couldn't get her seat belt undone. Whether she couldn't find it as well, or what ever. Once I got my self out, I reached, I unbuckled her seatbelt. She had already gotten out of her shoulder strap. Her legs were such that she couldn't move. At that point I grabbed her, almost like a hug, pulled as hard as I could. She came out, she fell. My strength wasn't great enough to pick her up.

* I did notice when I was unfastening her seat belt, the captain was climbing out of the cockpit door. Whether that was the time it was I'm not sure. It looked as though he was coming out the cockpit door. I didn't see the first officer.

* Shelly was on the ground. I grabbed her with one arm and with all my might, and drug her away. I didn't see anybody, I didn't see the rest of the airplane. I just grabbed her wrist and

I don't remember for sure that
the first officer was there with the captain,

drug her away. The first officer and the captain followed her,
and I laid her in the grass.

* From that point, I was trying to visually see where the rest
of the airplane was. I remember running just to find anybody to
help. There was fire at the time. I remember running on the far
side of the cockpit down the street a little ways. I remember
taking off my tie and throwing it on the ground. I saw the tail

section. I saw the tail section ~~once~~ once I was on the right
side of A/c, near the engine. From the point of taking off my tie
to reaching the right side of A/c, I have very limited memory.

* I ran to the tail section, I was just looking for the main
part of the aircraft. Just anybody that might need help. (I didn't
see anybody laying on the ground.) I was looking for the airplane,
part of the fuselage. At the time of this interview I didn't recall
seeing bodies. But as time goes by, there are some flashbacks of
individual bodies on the ground.

* I ran around the back. The back engine around the tailcone,
the tail section was sitting right next to a fence. I remember a
small gate. This part right here (pointing to the area on a map).
was laying, it might have been this part right there, I thought
it was the engine (pointing to map) I thought it was the engine
right here. That part of the airplane that broke off right here.
I remember just on the right side of this engine was a hole. I
remember yelling: "Release Seat Belts, Get Out". At that point
when I was coming around the back, I didn't hear anybody. But
when I got to this side, there was a small fence right here.
(pointing to map)

* I had taken Shelly out of this area and drug her over here. Some place on the grass that I thought was safe (pointing to area on map). From this point I went to the right thinking that this is where I would see part of the airplane. I circled around and saw the tail. I didn't see the tail sitting on the house. I came back around like this (pointing to map). There was a lot of fire back in here, this area (pointing to map). Fire was spotted everywhere. It seemed a lot of fire right back here, or a lot of smoke. I assumed it was fire because of the smoke.

* I came back around here (pointing to map) and noticed a fence. There was a gate. When I came here there was an opening, just a very small opening. I thought it was the engine, a very small opening in front of the engine. I remember placing my hand.... I remember yelling "Release Seat Belts, Get Out". Just anything I could do. I remember someone yelling. When I got to this point I saw that there was a lady standing at that opening. She was holding her daughter. I picked up her daughter. I rested my arm on the engine, It must have been hot, I think that's how I got my burns. I grabbed her daughter and basically just drug her daughter, through her over the fence. Her mother was standing there. I grabbed her mother and it was hard to get her out. Whether there was and obstruction of not. I grabbed her, pulled her out of this section right here (pointing to map). Then

another lady appeared after the mother and daughter came out. There was a building back here and a fence (pointing to map). I believe I drug the mother and daughter away over in this area (pointing to map).

* I believe I came back when I heard a woman yelling "Get Me Out, I Don't Want To Die", she kept on saying get me out, I don't want to die. She was very difficult to get out.

* I kept on hearing pops, I was very worried of secondary explosions. I had a very strong desire to go back in but I knew that I shouldn't. My common sense, was telling me not to go back in there. I saw the smoke, it was too uncertain.

* I got that lady out she kept on saying "I don't want to die". I remember being very hard to get her out. I grabbed both her arms and pulled as hard as I could with my legs. Got her out, she said her daughter was still in there. I ran over here, I saw a woman and a man and told them to stay here (pointing to map). Stay with them.

* I went back and didn't see anything else. I didn't hear any voices or anything. I did hear pops which I thought sounded like little aerosol cans exploding, only louder.

* So at that point, I'm not sure if I ran around this side, I

do remember a fence being on this side of the house (pointing to map). I don't remember if I jumped over here. I remember being over here (pointing to map). The captain was yelling to me "She's Ok, She's Ok" because I was also yelling for Karen. I thought he was talking about Shelly. At that point I saw Karen standing here (pointing to map). Of course she was badly burned.

* At this point the fire trucks were starting to arrive. There were very few people there at the time. There was nobody except people living in the area. Nobody was in uniform.

I went into the house before fire & rescue arrived.

* I saw a young boy standing here. He was in street clothes. I said to him is there anyone in the house. He said he don't know, so he and I jumped some hedges, jumped that, I kicked the door down because it was locked. I immediately thought that if its locked then nobody must be home. So I kicked the door down because it was locked and chances are nobody was home. We went into the area right here. This was the dining room. There was a table and chairs. There was a screen door. There was a screen door but it had glass window on it.

* I remember grabbing the door and trying to open it but there was so much debris in the garage area that I couldn't move it. The door opened to the outside, towards the garage. I remember breaking a glass part and remember hearing somebody yelling "Help me get out help me get out I can't breathe". It was a mans voice.

I was looking through there and I couldn't see anything. At that point I had an overwhelming feeling that there was nothing that I could do for him. I was inside the house at the screen door. I remember telling the young boy (14 or 15 year old) to go get help. I also remember hearing sirens.

This man did reply that he "didn't have anything to cover his mouth with."

* I remember hearing his voice, yelling "Get me out, get me out" but I couldn't see him. I remember having my head in there looking, but the smoke was so bad, It was such a burning smell. I just couldn't breathe it in. I yelled to cover your mouth if you have something, try to relax and breathe slowly. I kept on saying try to relax, breathe slowly, stay calm. I tried to cover my mouth. At this point I ran out to try to get someone to help us a fireman or such. Someone who could be more assistance to this area.

* I don't remember what exactly happened but a man very bloody came by us and said that there were still people inside this area. The blood on his face was quite severe. I don't know how he got out.

* At this point I did assist in some other things. There were live wires down. The fire trucks were coming in. There was a telephone pole right here (pointing to map). The fire trucks where right here and they couldn't come through so a man from this area along with myself moved the pole out of the way so the

fire truck could come closer to the area. The pole was blocking the street. Swung it around to here so that the fire trucks could get in.

* I ran back around to the backyard, These people were gone so I figured that someone had helped them. I came back over to the front to be with the crew. At that point I felt that there was nothing more that I could do.

* I always took the brace position when I was sitting on the jumpseat. My head faces the back of the airplane, my hands and arms underneath down, palms up, my feet not underneath the jumpseat, just strait down. The seat belt securely fastened, tight.

* I seemed to notice that my head rested OK on the padding in back of my jumpseat where my head rests. I remember noticing that padding was OK. I have noticed it before but I didn't think that it was a problem. I seem to remember there being a small opening between the jumpseat. My head was fine as I rested it securely against it. A lot of time when I sit down on a jumpseat, I look down and see that the padding is kind of worn, the backs padding is kind of worn, but this one never crossed my mind.

* When I get into my jumpseat I fasten my belt around my waist and I work my arms in. It is usually tight around my shoulders.

It maybe tight getting into it but comfortable when I'm in to it. When we started to go around I gave my seatbelt a good tug. It had been centered, ~~be - about 2 or 3 inches off center.~~

but after that final tug it moved 2-3 inches onto my left hip.

* I knew that I was responsible for the Emergency Light Switch, I was flying "A". Like I say that when we first impacted I don't know what we hit initially but it was distinctly different from the major impact with the ground. I knew that after the first impact we knew that ^{*This may have been the tree.*} something was wrong - that we were going down. The second impact was so severe. It seemed to me that on the second impact, for some reason, we turned left - it just opened up to the left. We were sitting there and then I remember taking a left turn - it wasn't my body - it was everything took an extreme left turn. I don't know why, it just seemed as though the airplane turned. From that I don't remember anything else 'till the airplane came to a rest. I don't know if I was unconscious, if my eyes were open, or my memory won't allow me to have it back - or if it was so fast.

I do now remember the noise and feeling the strong wind and pain on me. I am very confident that I was conscious throughout the crash.

* When we came to a rest all I seem to remember was openness. I didn't even remember seeing the door there. It seeming as though we were leaning to one direction, one way. It seemed as though we were leaning this way. I thought I was leaning on Shelly. My first instinct was to get out of the jumpseat. I couldn't find my seatbelt. I literally had to search for it. Then at that point Shelly yelled, "I can't get out of my seatbelt," I grabbed her

and we were out in the open. I just remember openness. It just seemed as though as the airplane was just sitting there. There was no more airplane.

*There wasn't
A cabin*

* I know that it was my responsibility to get the Emergency Light Switch but at that point it seemed not to be of much importance. The thing that I was trying to do at that point was to get her out. When I got her away far enough, I got a clearer picture and here was still light outside.

* When I did find where my seatbelt buckle was, I had no problem releasing the seatbelt. The problem was finding it since it was moved over further than normal. There was no problem with Shelly's either.

* I remember that the way we were facing that there were no visible signs of the airplane (pointing to picture). I was looking for my seat belt and the next thing I was doing was helping Shelly. She was having difficulty getting out. And when I was getting her out I do remember seeing the captain coming out of the cockpit - or the bottom part of the cockpit door. I think that he was crawling on the floor of the cockpit to get out.

* I remember I stepped out of the wreckage and onto the ground and I remember pulling her (Shelly) onto the pavement (maybe the driveway) and then off into the grass.

* I know that Karen did reseat a few people that were sitting in the back of the airplane. I guess that this is a pretty standard procedure and those last few seats tend to be a little uncomfortable because of the seats and the noise back there.

* On the way from Columbia to Charlotte I was going to pick up the express beverage service. Somebody else picked up - there wasn't a lot for us to do. So I didn't have much interaction with the passengers at their seats (because of the type of service) It was the fourth leg of the day and sometimes you don't notice where everyone is sitting or where the lap children are.

* No wheelchair passenger. I believe there was one unaccompanied minor. I'm not sure about his age. I'm not sure if I signed for him.

* This was the first day of a 3 day trip. We had a 0945 check-in so it was a 1045 departure out of Pittsburgh. Pittsburgh to LaGuardia. LaGuardia to Charlotte and we sat in Charlotte for 2 and one half hours. It was going to be a 10 hour day for us.

* I remember thinking that when I got around to the other side of the house that what I ~~said~~^{saw} might have been an Emergency Exit Window. It did seem as though it was a little bit smaller. I did seem like a very "clean" opening. It was in the shape of the Exit Window but I didn't think it was. It was a hole. It was not torn

or jagged. It was big enough for two adults to get out of. I don't remember a wing being there and it sure seemed like the engine was sitting there. The opening was close to the gate and close to the engine.

* It was a hole big enough to pick out adults. It did seem to be elevated. I helped a child and two adult women out that opening. I had a hard time helping one passenger out because of her hysteria. She was physically immobile. I don't know if she had injuries - maybe some reluctance because I think her child, or baby, was in there. (When asked to describe the people he helped, he said he could not give much description, but they were two black women and a black child)

* The woman with the baby (or small child) was trying to get the baby out. I remember taking them back here and having them lay down and getting them some help and then getting the other lady out.

* As far as I know I didn't help anyone else there - I didn't hear anyone else. I was really concerned about secondary explosions. I continued to hear popping. I kept yelling "Release Seatbelts" in case anyone was coherent enough to hear me.

* The impacts were significant enough to know that I knew we

had hit the ground. One impact I don't think was the ground. I remember snapping - a lot of snapping. It was significant enough that we knew we were going down. Almost immediately afterward there was a tremendous impact and I remember being opened and I remember being violently swung around to the left. I don't remember skidding or sliding. Whether I was knocked unconscious or not - I don't know. *Now I know that I wasn't, because I do remember the wind, rain and noise.*

* I went back to the back of the airplane to yell for Karen. but at that point I had given up. When I came back around, the captain yelled, "She's okay" and I thought he was talking about Shelly. Shortly after that I saw Karen.

* I think the captain may have said the first officer is alright. The captain was able to get out so I assumed that the first officer was able to do it also or that the captain would have helped him.

* I have been flying for 2 years. My last recurrent was in January of this year.

* It seemed as though there was something that was inhibiting my access out from the jumpseat. There was some obstruction in the way so I kicked it out of the way. I had two impacts on my left leg. There was something almost entangling me.

* I remember Shelly, there was something in front of her restricting her from getting out because when I grabbed her then I had to bear hug her to get her out.

* The only rain I remember was on approach looking out that small window on the passenger entry door.

* I came to the realization that it was raining at some point when we were at the site.

* We started to go around and it just didn't seem right. I guess flying airplanes, I tend to notice sometimes the difference between the positive forces on you when you are taking off and sometimes the feeling of weightlessness when you drop so fast. I didn't feel the pressures of accelerating and going up. This wasn't normal. The engines sounded very loud and it just seemed like we weren't going anywhere. The bottom just dropped out on us. I don't remember falling through the air or the forces of being pushed down really hard. I know there was not a feeling of acceleration which seemed unusual and Shelly and I did look at each other, *Almost knowing that we might crash.*

* In training you have the seats right in front of you and it looks like a real airplane. What I experienced here was not what I experienced in training. All of the familiarity in the drills was not there. Instinctively what came to us was to get out and

to yell "Release Seat Belts, Get Out".

* I did not even attempt to open the door. I'm surprised it is still there. I was leaning this way - which contributed to the fact that I couldn't find my seat belt.

* I think about my responsibilities of flying "A", My concern is that I did not instinctively and automatically turn on the light switch. To me it would not have made a difference. We both yelled our commands.

* Yes, we practice turning on the light switch in training.

* If I am in my harness It is difficult to get to the Light Switch. I would have had to reach above her, which I could have but didn't. My concern was for her, she was yelling.

* There was a lot of debris in the garage area. The door opened into the inside (Screen Door) and it opened inward. There were two doors in that garage area. We kicked one door in and one was locked as well. The second door was locked as well. We unlocked it as well. I yanked on the closing cylinder on the screen door and then I reached up and pulled the glass part in. On the other side of that screen door - nothing made sense. I am almost sure that there was an aircraft tire. So much debris. I remember hearing a man's voice and he could hear my voice. I

couldn't see him. I couldn't go in there, there was no place to go. The smoke was so bad. That was the only place where I breathed in smoke that bothered me. It got so bad, I had to leave the garage.

* When I was in the garage, medical people were arriving, the man in the garage was still alive. They could do more for him than I could but they needed to know that there was someone still alive.

* I remember receiving medical attention but it was at the very end. Karen was in pretty bad shape and was refusing medical attention. There are people that need you here more than I do. I remember them pouring a saline solution on her hands.

Richard Demary

Date

4228 Wallace Neel Rd.



A - B. Puller shovely out the
drag bar moving from A/C

B - C. Entered looking for
rest of A/C, more off in
line and then in background

C - D - I have ^{limited} memory
of this what AT this time.

D - where passengers were pulled
from (3 more)

INFORMATIONAL REPORT AS PREPARED BY RICHARD DEMARY

All phases of flight 1016 were normal except the approach to landing into CLT. After the captain asked us to clear the cabin for landing I made the standard announcement while Shelly and Karen visually cleared the cabin. I then took my jumpseat position.

While we were on our approach into CLT the captain initiated a "go around". The plane seemed to pitch up and went into a right turn. The engines seemed very loud and the "go around" did not seem normal. Immediately following the cockpit warning voice of "terrain,terrain" I felt the first impact, followed by a more violent second impact.

Once the aircraft came to a stop, Shelly and I tried to unfasten our seatbelts while shouting "release seatbelts, get out". After releasing my seatbelt and stepping away from the jumpseat, I immediately assisted Shelly in releasing her seatbelt and pulling her to a safe distance from the aircraft.

I then proceeded to the main section of the aircraft to assist where I could. I found a small opening in the fuselage, just in front of the right engine. I continued to shout "release seatbelts, get out" when a woman appeared holding a small child. I reached into the hole and pulled out the small child. I then assisted the woman out and away from the aircraft. I then saw another woman appear at the hole and I lifted her from the

fuselage. At that point I heard no voices or saw no movement so I proceeded around the house to the area that the rest of the crew and injured passengers were located.

I then asked a boy from the neighborhood if he thought anyone was inside the home. He did not know. At that time an injured passenger came out of the airplane wreckage and said that there was someone inside the garage. I then kicked in the front door and was followed in by the boy and the captain. The door leading into the garage was opened and a mans voice from the wreckage was heard. The smoke was very heavy and the visibility was poor. I could not see the injured passenger but he could be heard. I shouted to him to cover his mouth, try to stay calm and breathe slowly. He shouted that he didn't have anything to breathe through. I repeated for him to stay calm. I then ran outside and saw that fire and rescue were arriving. The first fire truck could not get through because of a downed power line pole. Myself and two other men lifted and removed the pole from the street. I assisted in spreading fire hose then was asked by rescue to rejoin my crew to have my injuries looked at.

Exhibit Number: 6-E
Docket Number: SA-509

NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C. 20594

Passenger Manifest
(3 pages)

DL16905

PITRMUS 022249/600413

ONBOARD PASSENGER MANIFEST 1016 CAE 1848 02JUL

SECOND COMPARTMENT SEATING

03A MATTOX/RITAM **F	CLT	- L 03C MATTOX/STEVE **F	CLT
03F WELCH/LOUISE	CLT	- L 04D GRAY/RITAMRS	CLT
05A BATES/VELMA	CLT	- L 05E PRICE/TERRY	CLT
05F PHILLIPS/JOD	CLT	- L 06A CANTEY/BERTH	CLT
06C CANTEY/ROBBI	CLT	- L 07A LEE/GOODKCHUN	CLT
07C WHITE/C	CLT	- L 08F FISHER/EDNA	CLT
09A FLOWDEN/NATE **F	CLT	- L 09D NORRIS/LLEE	CLT
10A JETER/CHARLE	CLT	- L 10C JETER/PATRIC	CLT
10D JETER/SHANTE	CLT	- L 10E JETER/CHARNE	CLT
10F EDWARDS/JIMM	CLT	- L 11A THOMAS/ROBER	CLT
11C ROY/STEVEN **F	CLT	- L 12A ERWIN/MARK	CLT
12C PEREZ/PAUL	CLT	- L 13F CAIN/WINTON	CLT
14A LUCAS/JAMES	CLT	- L 14F FANT/JAMES	CLT
15A LITCHFIELD/T	CLT	- L 15C DOUCETTE/DOR	CLT
15D JONTZ/GAINES	CLT	- L 15E PINETTE/LORI **F	CLT
15F SHARKEY/ANN **F	CLT	- L 16A WILLIAMS/LOR	CLT
16C WILLIAMS/STA	CLT	- L 16E PRICE/PATRIC	CLT
16F PRICE/JERMON	CLT	- L 17A KLOSTERMAN/M **F	CLT
17D DIXON/WENDEL	CLT	- L 17E DIXON/ELAINE	CLT
18D CORBIN/RAHSA	CLT	- L 18F PEPPERS/CMS	CLT
19E PETERS/CHRIS **F	CLT	- L 19F MORGAN/RICHA	CLT
20C BROWN/TYWOND	CLT	- L 20E CALVO/PAUL	CLT
20F CALVO/PHYLLI	CLT	- L 21A YOUNG/ADISA	CLT
21C STURKIE/SUE	CLT	- L 21D STURKIE/JASO	CLT
21E STURKIE/CHRI	CLT	- L 21F WILLIAMS/ROB	CLT

1

PASSENGER TICKET AND BAGGAGE CHECK WEST 20260 5764
 SUBJECT TO CONDITIONS OF CONTRACT NOT TRANSFERABLE SITI

USED-CAE FLIGHT COUPON 1 of 4
 ISSUED BY USAIR TOUR CODE A39539474
 ROSENBLUTH INTERNATIONAL PITTSBURGH PAUS30 JUN94
 MORRIS/L LEE 5N157K/UA VRTSPNR 3 5880/
 COLUMBIA SC US 1016 V 2JUL 610P OK 4 JUL
 XCHARLOTTE SR636
 TICKET NON REFUNDABLE C02-03

FP AX373976727463002 EXP1095/ 29 FC 2JUL CAE US
 X/CLT US X/PIT US BUF 58.64 US X/PIT US
 X/CLT US CAE 58.64 USD117.28 END XFCAE3BUF3

FARE	USD117.28	EQUIV. FARE PD.	SEAT	90 2PC
TAX	US11.72	STOCK CONTROL NO. TR. BR	1	037 1470298802 4
TAX	XF6.00			
TOTAL	USD135.00	56324400985		

USAir Passenger Ticket and Baggage Check
 SUBJECT TO CONDITIONS OF CONTRACT

USED-CAE TICKET
 31181ALC 2182959886
 EPPERS/CMS
 COLUMBIA SC
 CHARLOTTE NC
 1727 CHE-ATO US 83728
 Y28801 US VRTSPNR
 US1016 V 2JUL 610P OK 8250254
 18F

IN \$35CHNG FEE/NONREFUNDABLE VALID US/USE ONLY
 P UI4121170858039521-0595/001374. /FC 2JUL CAEUSCLTUSIND 45. 00URTSPNR USCLTUSCAE 45.
 00URTSPNR \$30.88 END XF6.00CAE3IND3

FARE	USD 88.00	EQUIV. FARE PD.	02924568824	037 2182959666 3
TAX	US 9.00			
TAX	XF 8.00			
TOTAL	USD 105.00			

2

USAir Passenger Ticket and Baggage Check

T I C K E T

ISSUED BY USAIR NOT TRANSFERABLE SUBJECT TO CONDITIONS OF CONTRACT

USED-CAE 004

600220XJ 2181989634

BATES/VELMA
COLUMBIA SC
XCHARLOTTE NC

18YM5L US VE14NR18
US 1016 V 02JUL 610P UK

INT-CRO US 07JUL94

MIN \$35CHNG FEE/NONREFUNDABLE VALID US/USE ONLY
FP VI4123473248024/740149. VELMA R BATES /FC 2JUL C
AEUSCLTUS9HI 54.09 USCLTUSCAE 54.09 \$108.18 END XF
000CA3BH13

FARE	USD 108.18	EQUIVALENT FARE PAID	05A	ALLOW	PCB	WT	LINKED
TAX	US 10.82	444142215	OPN	DOCUMENT NUMBER	OK		
TAX	XF 6.00		1 037 2181989634 3				
TOTAL	USD 125.00	STOCK CONTROL NUMBER TRIP	DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE				

PASSENGER TICKET AND BAGGAGE CHECK

USED-CAE 061622 CA/522400

U.S. AIR INC
SATO TRAVEL
BROWN/TYMONDA
COLUMBIA SC
XCHARLOTTE

6X4GG0/1P VRTSPNR
US 1016 V 02JUL 610P 0K02JUL02JUL

A4299015C
US01JUL94
9 5235/
H62/31

PP CHECK /FC CAEUSCLYSHOU 58.64 USCLY 58.63 \$117.27END XF CAE3 /FB VRTSPNR VRTSPNR
& VRTSPNR

Penalty Applies

FARE	USD 117.27	FARE	20-C	ALLOW	PCB	WT	LINKED
TAX	US 11.73	STOCK CONTROL NO. TRIP	OPN	DOCUMENT NUMBER	OK		
TAX	XF 3.00	30480894500	1 037 1828701453 2				
TOTAL	USD 132.00		(3)				

3

Exhibit Number: 6-I
Docket Number: SA-509

NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C. 20594

USAir Passenger Service Manual
excerpt: Infant Boarding Procedures
(2 pages)

PASSENGER SERVICE**Infant Boarding Pass - Non-Seat Assigned**

When a passenger is traveling with an infant (lap child) the ticket should indicate "Plus Infant" in the name field. Use the following procedure when seat assigning or boarding the passenger:

<u>Who</u>	<u>Does What</u>
Ticket Agent Gate/Control Agent	<ol style="list-style-type: none"> 1. Complete 2 Non-Seat Assigned Infant Boarding Passes (stickers). <ul style="list-style-type: none"> • Write the accompanying parent or adult's seat assignment on the appropriate line of the infant boarding pass. This may be done at a ticket, gate, or control position. 2. Attach one Non-Seat Assigned Infant Boarding Pass to the accompanying parent/adult boarding pass, attach the second infant boarding pass to the accompanying parent/adult lifted flight coupon. <p>NOTE: If there is a discrepancy between the actual ticket count and the number of passengers seated on the aircraft, use the flight coupons as a visual reference to look for possible non-seat assigned infants who may be occupying a seat.</p> <ol style="list-style-type: none"> 3. After the flight has departed, complete the post-departure by placing all lifted flight coupons into the SS-58 Ticket Lift Envelope.

Example of Non-Seat Assigned Infant Boarding Pass

USAIR
NON-SEAT ASSIGNED INFANT
----- PARENT/ADULT SEAT NUMBER
DS211 Rev 4/89 1/732
DS\SS211

ACCOMPANIED CHILDREN

Children under twelve (12) years of age are accepted for transportation when accompanied on the same flight and in the same compartment by a passenger at least twelve (12) years of age. A child is a person under 12 years of age. Also, one child under two (2) years of age is carried free if the child does not occupy a seat and if the child is accompanied by a passenger at least twelve (12) years of age. Additional children under two (2) years of age, as well as accompanied children ages two (2) through eleven (11), are charged the appropriate children's fare.

Children under the age of 15 may not be seated in the emergency exit row.

For policy and procedures on unaccompanied children, see Section 1-7 "Unaccompanied Children."

INFANTS UNDER TWO YEARS OF AGE

Domestically, USAir will carry without charge one infant under two years of age provided the infant is accompanied by a fare-paying passenger at least 12 years of age and does not occupy a seat of its own. (See International Manual section 1-10 for international itineraries.) When ticketing a passenger with an infant under two years of age, include the notation "with infant" in the name field of the ticket next to the passenger's name.

In the event two infants (under 2 years) are accompanying a single passenger at least 12 years of age or older, one infant travels free and the second infant travels at the appropriate child fare.

If there is any doubt as to the age of a child, ask the accompanying adult the child's age. Do not dispute the passenger's word.

NOTE: Be certain to follow infant boarding pass procedures in Section 3-24.

NON-ENGLISH SPEAKING PASSENGERS

In most cases, passenger processing and check-in can be accomplished with the information contained in the passenger's name record (PNR). If you are unable to communicate, retrieve HI/LANGUAGE LINE. This is an AT & T operated language interpretation service handling approximately 160 languages. Be sure to complete the Passenger Assistance Form SS-93A with pertinent information so as to avoid the necessity of repeating the translation process. Seat assign the passenger anywhere in the aircraft except in the emergency exit rows and enter an SSR message pertaining to the type of language the passenger speaks.

Example:

3LANG*81*.FRENCH

If the passenger requests assistance due to the language barrier, enter an MAAS SSR.