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Docket Number : SA-509

NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C. 20594

Interview Summary of Shelly Markwith
(11 pages)

Interview with Shelly Markwith
July 8, 1994
Charlottesville, Va.
Start time 1pm
Ht : 5'6
Wt 116

The following is a summary of the interview with Shelly Markwith, Flight Attendant C, on Flight 1016.

-No one was seated in first class and the cabin was half full. She could not remember the exact number but she thought there were 2 lap children

-in the briefing the captain asked for a count of passengers and he made it clear that it was an "open cockpit." They were not briefed to expect bad weather.

-the "A" flight attendant asked the F/A crew for manuals and keys and he assigned Karen most of the duties. He asked Karen to do the overwing exits, I offered to do one of those but she said that she would do both the count and the overwing exit briefing. I told her to let me know if I could help.

-I had just returned from maternity leave and went to recurrent on June 10, 1994 where CRM was stressed - they said to relate anything out of the ordinary or if anyone seems different

-We had a Charlotte/Columbia/Charlotte and the first time we left Charlotte everything was normal. We were about ready to board the plane and a flight attendant came down the jetway and asked

for Phil (First Officer). When she came on the plane she didn't look too happy. He was doing his walk around and when he came up to the jetway ~~I saw his face say~~ ^{He said,} "I was just coming to look for you" and then his face "went down" ~~---~~

-I asked Rich, (Flight Attendant A) who the flight attendant was, ^{He said, "HIS WIFE"} ~~and he told her that it was the first officer's wife.~~ The first officer and his wife went into the terminal to talk. Phil was really outgoing and nice. When he came back on the plane I asked if everything was OK.. He said, OK. I asked if he was alright and he said "yea"

-She told the captain that the first officer was with his wife in the terminal and she felt that it was important enough to tell the captain about it. She did not hear any conversation but and had no assessment of the importance of the first officer and his wife's meeting, but she remembered it.

Everything was fine, they boarded the plane, flew to Columbia, deplaned passengers - no problem.

They boarded passengers in Columbia. Although it was supposed to be full the flight the agent said it "fell apart" and it was a light flight.

-We were glad it fell apart because it was a quick flight, 30 minutes in the air and the flight attendant crew "went by procedure." It was all normal. We picked up cabin early because it was a light load.

-Beverage service was done 15 minutes before the three bell signal.

-She was in the galley and when the 3 bells signal was given.

-Rich made the final PA announcements and Karen did the final walk thru

-I checked the seatbelts...I put my heels back on for landing...Rich and I got into our jumpseat together (which is rare)

"I'm glad it was a light load because there wasn't much time after the three bell signal"

-the cabin "went dark right away" and I remember a little bumpiness and then I heard "terrain, terrain". I don't remember if I heard it twice or four times and I remember that I had never heard that before. *Also loud popping and cracking noises*

-I think I saw trees in the

-we were sitting on our hands - I remember looking out IR window (in the door), I saw fire - this was before impact I think

-Surprisingly, I was bracing myself for the impact to be really bad, but it was "smooth" I heard lots of "popping and cracking" like we were hitting trees

-I remember Rich's hand coming in front of me and hitting something away. *Rich lifted the fuselage off of my ~~the~~ knee. and pushed it away.*

-I just braced - it was like landing on leaves--sliding back and forth (does motion of sideways to sideways..)

-I opened one eye and seeing the fuselage come apart and lots of FOD and debris at that second and I couldn't see that much further in front of me

-I remember FOD and debris and fire and I remember hitting fire away from me three or four times. I felt rain on my face. All of these things happened simultaneously

-Rich and I looked at each other and we shouted GET OUT! GET OUT! UNFASTEN SEAT BELTS! right away and we were really loud.

-At the same time the pilots busted through with what I thought was such force...like they were running out

-Rich was a split second faster - so when he went to get his seatbelt off, he pinned me in (because he was so big). But he got his seatbelt off and jumped out

I was sitting there shouting GET OUT! GET OUT! and then I remember shouting "I can't get out, Rich, Help." He turned around and we both looked down at my waist at the same time and he reached over and unfastened my belt and grabbed my hand.

-I tried to stand up and I fell flat on my face

-At that point I yelled, "help, help" and Rich and the captain were standing there and the captain yelled, "Get out" and I said, I can't.

-Rich came back and drug me away by the arm , but not very far. He pulled me to the area in front of the nose of the airplane which wasn't a very big distance.

-I was on my stomach as he is dragging me and I was wondering why I couldn't walk

-I rolled over and I saw my kneecap open and I saw the bone and that's why I couldn't walk and I looked over and I saw the captain standing there I said, "Help Me" and ~~he shook his head and did not help me.~~

The Captain and I had eye contact. He then looked at the ground shaking his head. He did not respond. 5

-The first officer was laying on the ground

-Rich was standing there and I said, "Go get her" - we were both thinking about Karen.

-I rolled over and I didn't know at that time that the plane wasn't connected. I rolled over on my stomach and "combat crawled" away from the plane

-I saw a lady running down the street and this is when the smoke started getting bad. I yelled, to the woman, "Call 911, Call 911." She said, "Help is on its way."

I said drag me and get me away from the fire and she dragged me to the bushes

-I remember the captain getting the first officer up on his feet and walking him over and laying him down next to me

-the first officer was green from head to toe - I kept trying to remember his name

I was very vocal - I kept saying damn and other swear words -I kept talking more

-I asked the captain "what happened?" And he said "wind shear,"

and that was all that was said between me and the crewmembers

- Then I remember a couple of passengers gathering around - a lady and a baby, like a three year old - they sat her down next to me. And then a tall skinny black kid, he must have been about 12 and he had burns, I think. I saw Karen and she was in shock - her eyes were glassed over and she couldn't talk and she kept walking from here to here to here and I finally said, "Sit down Karen"

-The First officer was laying on his back and the captain sat there shaking his head - he didn't say anything - he just shook his head

-Rich and Karen were assisting the paramedics

-The fire department came and it was very chaotic because they said to get us further away...fire dept said "lets get these people out of here, lets get them going...move them away" so volunteers picked up the people and moved them - there was a lot of big black smoke. There were five or six of us that were moved.

-By that time another man had come and he took his shirt off and tied it around my knee and picked me up and moved me to the side.

-It seemed like forever, but I'm sure it wasn't, and then the paramedics came

-The whole time during the impact I kept saying, this doesn't hurt, I'm going to be okay because as long as I kept talking I knew I was going to be okay

-I felt so guilty because I couldn't help anybody because I couldn't get up.

Rich saved my life...he was so good - he was in control. He ran back to the plane a couple of times and he said I can't find her (referring to Karen, flight attendant B). He would come back to me and then he ran back to the plane

-Then Karen walked out with a kid and then things started to calm down a little

-For awhile we were alone it was Rich, Karen and the guys (the crew) and it seemed like a long time of silence-I was the only one talking and trying to get people to talk

-It happened so fast

-I remember the guy who stayed with me - John

-It took me a while to realize that the plane was in the house and not behind us

-I was bruised and battered on the left side...I have 2nd degree burns and 3rd degree abrasions...I broke the femur and the knee cap is shattered...three pins in the knee...had surgery. Transported to hospital in the second ambulance with both pilots. 4 inch laceration 1 inch deep on upper thigh

She was not the flight attendant who told the mother to put the lap child in a seatbelt.

The jumpseat on the DC-9 worked well. She got banged around on the left side but she did not get thrown out - she was seated on the inboard side of the jumpseat. She was bruised and battered down the left side. She had her seat belt fastened tightly - she always keeps it fastened tightly. "Tighter than tight"

-She was glad that there had not been a liquor service because if they had been full she would have been closing out liquor and there would not have been time to get back in the jumpseat after the three bells. On this flight they were in their jumpseats earlier than if there had been liquor and the event happened very soon after she got in the jumpseat. "Liquor is not important" "Jumpseat is important!!"

She felt it was very important for flight attendants to know the importance of sitting in their jumpseats. ~~On very rare occasions she has seen a flight attendant sit in the last row of seats instead of on the jumpseat. (In nine years of flying she has seen it happen maybe twice.)~~ "The jumpseat will save your life. Get in your jumpseat as soon as you are finished walking through the cabin." Everything happened so fast and she never knew things could happen that fast.

} not relevant to FH. 10116

-She thought they should stress in recurrent that Liquor is not important. There is not enough time to deal with those liquor kits in the air.

-It was hard to tell the paramedics - they were not dressed in uniforms. Some were wearing Hawaiian shirts, some in business attire. It was hard to tell who was who at the site.

-She and Karen were both in the blue uniform dress

-She remembered that they flew into rain. But when she heard, "Terrain, Terrain" she knew something was wrong.

-Flight attendant briefings are always given. Pilots don't seem to care as much about the first officer being at the briefing (he may be doing the walk around). But the pilots do give a briefing and they want all of the flight attendants there. "A" Flight Attendants over the last couple of years have been great about giving briefings - They like the power.

Rich and Karen were awesome in the way they treated the passengers
- she was proud to work with them. "I can't say enough about
them."

I remember being very angry about the whole event. I mean "angry
like upset with passion because of all of my families
feeling "helpless "not helpful " and being in pain makes me
feel angry -

Shelly Markwith

Date

Aug. 2, 1999

