

Interview: Juan Arismendi, Domicile Caracas, Venezuela
Position: Flight Attendant A (Lead)
Jumpseat: 1L
Date: 30 Oct 2015
Location: Ft Lauderdale Airport Operations Terminal 2, Ft Lauderdale, FL
Present: Peter Wentz (NTSB), Kathryn Reneau (FAA)

Introductions were made by NTSB Investigator Peter Wentz.

Mr. Arismendi stated he completed initial new hire training for Dynamic International Airways on July 1, 2015. He was previously employed by Laser Airlines as a flight attendant for 4 years.

Mr. Arismendi stated he was the lead flight attendant and that the boarding process was normal and doors were closed in preparation for departure. He also stated that passengers on this flight were particularly resistant to comply with instructions to take their seats and bring seatbacks forward, fasten seatbelts. "Many passengers were on their cell phones and were disregarding instructions to turn off their devices". He made a special announcement to passengers advising them to follow crewmember instructions because "we are here for your safety", something he does not normally do.

A manual safety demonstration had been performed and all flight attendants had taken their jumpseats. He read the final announcements and dimmed the lights. The flight deck made an announcement advising "Flight attendants we are second for departure" and he had the interphone in his hand to give them the "Cabin Ready" signal when he heard a loud boom and saw light at the mid-cabin. Passengers began screaming "fire fire fire!!" and yelled "open the door". He stated that passengers ran forward toward him. He pushed the alarm to notify the flight deck and other crewmembers of an emergency. Passengers were crowded around the door yelling at him to open it. He yelled at them to wait for the aircraft to stop moving.

He assessed conditions at his exit and did not observe smoke or fire and the door was not hot so he pulled the handle to open the door. The door opened easily and the slide inflated, he did not have to pull the manual inflation handle. A male passenger was pushing forward trying to jump before the slide was fully inflated, he stated he held him back and told him to wait. Once the slide inflated he began yelling his commands. He told passengers "You and you, help at the bottom" and "Jump, two at a time, arms out!". He stated approximately 20-30 passengers exited through his door.

He had seen the flight attendant at the 1R door screaming at passengers to stand back and saw her open the 1R door. When all of the passengers at his exit were gone, he went to the 1R door to help, but she was gone. He exited through the 1L door. He saw a woman on the ramp asking for help, so he helped her away from the aircraft. Outside of the aircraft he saw many passengers with their bags. A man was walking back toward the aircraft and said "I have to get my luggage". He stated that he yelled at him "No, the airplane may explode". A woman was walking slowly away from the aircraft, he yelled

at her to hurry. He saw a policeman and asked them where his crew was and stated that ARFF vehicles were approaching the scene.

Interview: Moron, Elizabeth, Domicile Caracas, Venezuela
Position: Flight Attendant B
Jumpseat: 2R
Date: 30 Oct 2015
Location: Ft Lauderdale Airport Operations Terminal 2, Ft Lauderdale, FL
Present: Peter Wentz (NTSB), Kathryn Reneau (FAA)

Introductions were made by NTSB Investigator Peter Wentz.

Ms. Moron stated she completed initial new hire training for Dynamic International Airways on July 1, 2015. She was previously employed by Transmeridian, Primaris and Iceland Air as a flight attendant for approximately 15 years.

Ms. Moron stated that passengers did not pay attention during the safety demonstration, they were talking to each other, reading, or talking on the phone. There was a passenger in row 15 that would not get off of his phone even though he was repeatedly advised to turn it off.

After the safety demonstration she was seated in her jumpseat in the brace position for taxi. She did not hear the explosion or see any fire or smoke, she suddenly heard emergency chimes and then heard Flight Attendant Eric Galo shouting commands "Come this way!" Flight Attendant Galo helped open her door, but passengers were not coming to the exit so she went into the cabin to get passengers moving. People were screaming "Fire fire, the plane is on fire!!" She was shouting her commands in English but the passengers did not appear to hear them or ignored them, so she started speaking Spanish.

During the evacuation passengers were taking all of their luggage out of the overhead bins, she had to tell them "No!" There was a passenger at row 11 who was trying to take his bags out, she physically dragged him to the door and pushed him out. When all of the passengers had evacuated her area, she checked the cabin and then exited the aircraft through the 2R door. She is certain that only crewmembers opened the exits. She did not see any smoke in the cabin during the evacuation.

Interview: Galo, Eric, Domicile Caracas, Venezuela
Position: Flight Attendant C
Jumpseat: 1RC – Jumpseat Inoperative, seated in 34E Main Cabin
Date: 30 Oct 2015
Location: Ft Lauderdale Airport Operations Terminal 2, Ft Lauderdale, FL
Present: Peter Wentz (NTSB), Kathryn Reneau (FAA)

Introductions were made by NTSB Investigator Peter Wentz.

Mr. Galo stated he completed initial new hire training for Dynamic International Airways in March 2013. He was previously employed as a flight attendant at Skyking for three years.

Mr. Galo stated the crew prepared the cabin for departure and he took a passenger seat in the cabin in the last row of seats (34E). He stated that there had been many issues with noncompliant passengers during boarding and prior to departure. He stated he heard the pilots make an announcement “We are number two for departure”. He heard a boom and then passengers on his side began screaming “Fire! Fire! Fire!” and a mob started running from the left side of the aircraft to the right. During the event passengers were screaming very loud. He ran to the back galley and told the flight attendants there “Guys we have a fire” He then opened the 2R door.

He stated that the slide looked “funny” and did not inflate quickly. When he saw that it was not inflating immediately he pulled the manual assist handle. He stated that one side of the slide appeared to inflate before the other and his perception was that it took “two minutes” to fully inflate. Passengers were crowding around him so he yelled at them to “Stand back” He had to shove people back from the door, some passengers were very forceful. He put his arm across the door to block passengers from jumping out before the slide was fully inflated. He stated two or three passengers went under his arm and jumped before the slide was inflated. He stated he felt that it was a good thing he was seated in the back of the aircraft because he was able to help with the evacuation. He stated that the flight attendants in the aft section of the aircraft were “small women” and he felt like the passengers would have overwhelmed them completely if he had not been there to assist.

MR. Gallo stated that after all of the passengers had evacuated in his area he ran forward and told the other flight attendants to get off of the aircraft. As he went forward he saw the first officer in the cabin and asked if the pilots were ok. The first officer confirmed that they were not injured. He ran through the cabin yelling “Is everyone out?” Before he got off of the plane he saw black smoke beginning to come into the cabin. He stated he felt heat from the fire on the left side of the aircraft. He stated that he was the last one to leave the aircraft and exited through the 1R door.

Interview: Consuegra, Allison, Domicile Caracas, Venezuela
Position: Flight Attendant D
Jumpseat: 2L
Date: 30 Oct 2015
Location: Ft Lauderdale Airport Operations Terminal 2, Ft Lauderdale, FL
Present: Peter Wentz (NTSB), Kathryn Reneau (FAA)

Introductions were made by NTSB Investigator Peter Wentz.

Ms. Consuegra stated she completed initial new hire training for Dynamic International Airways on July 1, 2015. She had no previous airline experience.

Ms. Consuegra stated that during boarding the passengers were reluctant to take their seats and there were many compliance issues. She stated one passenger had issues regarding their lap child.

Once the main cabin door was closed, the doors were armed and the cabin was prepared for departure, the crew performed the safety demonstration. Ms. Consuegra stated that during the safety demonstration a passenger in the aft cabin, aircraft right was using his cell phone and refused to turn it off despite being repeatedly advised by flight attendants that he must do so. She stated that the crew stopped the safety demonstration to compel him to comply with directions to turn off his cell phone. She stated that she felt she could not get the passengers to pay attention to the safety demonstration, and in one case during her final compliance checks a passenger was very disrespectful, turning her back to her (Ms. Consuegra) to ignore her when she advised her to stow her carry-on bags.

She stated that when she went aft to take her jumpseat she mentioned to the other flight attendants how noncompliant the passengers were during preparation for departure. She took her jumpseat and secured her restraint and gave the signal for cabin secure. She heard the captain announce "We are second for take-off", and then suddenly heard an explosion and saw a bright yellow light off of the left side of the aircraft.

She heard passengers screaming "like crazy", saying "There's fire" At first she started to get a fire extinguisher to fight the fire, but then she felt the heat and saw Flight Attendant Eric Galo opening the 2R door. She did not go to her assigned door, 2L, because all of the passengers were running from the left side of the aircraft to the right side away from the fire. She did not feel it was necessary to block the 2L exit because there were no passengers were in the area. She could feel the heat from the fire inside of the cabin. She went into the aft galley and started screaming her evacuation commands. People did not appear to understand the commands "They were crazy." During the event she never heard a signal to evacuate or any commands from the flight deck.

When Flight Attendant Eric Galo opened the door the slide did not fully deploy, so he pulled the manual inflation handle. The passengers were crowded around the door and

attempting to go out “ten at a time.” Flight Attendant Galo tried to keep passengers from going out before the slide fully inflated.

Once all of the passengers were out of her area, she ran into the main cabin to check for any remaining passengers. She saw the captain and screamed “Captain all clear” and then ran to the 2R door to exit the aircraft. She attempted to jump onto the slide but miscalculated the distance and landed on the aircraft floor instead, hurting her pelvis. She scooted herself forward on the floor until she was on the slide and then went down the slide.

Once on the ground she stated she saw two men near the aircraft, one of whom was lying on the ground unconscious. She ran to assist the unconscious passenger. She wanted to move him further away from the scene because she was concerned that they were too close should the aircraft explode. The other male passenger yelled at her not to move the unconscious man, but then one of the pilots and another flight attendant came up to assist and lifted the man by his legs and arms and moved him away from the aircraft. For a moment she thought the passenger stopped breathing but then determined he was still breathing. She states she then saw firefighters and they took over caring for the injured passenger.

Interview: Marin, Estefanin, Domicile Caracas, Venezuela
Position: Flight Attendant E
Jumpseat: OWE Left
Date: 30 Oct 2015
Location: Ft Lauderdale Airport Operations Terminal 2, Ft Lauderdale, FL
Present: Peter Wentz (NTSB), Kathryn Reneau (FAA)

Introductions were made by NTSB Investigator Peter Wentz.

Ms. Marin stated she completed initial new hire training for Dynamic International Airways on July 1, 2015. She was previously employed by Laser Airlines three years.

Ms. Marin stated that the aircraft was taxiing and she had made the notification to the lead flight attendant that the cabin was secure. All flight attendants were seated in their jumpseats.

She heard the flight deck announce that they were second for departure and as she took her brace position she saw a flash and heard an explosion. The aircraft jolted, Ms. Marin stated that felt as though the aircraft had “hit a speed bump.” Passengers began yelling “Fire! Fire!” She did not hear an emergency signal or a command to evacuate from the flight deck.

She had one passenger seated in the exit row, and prior to departure she had briefed the individual as required and notified the lead flight attendant that the briefing had been completed. A passenger was trying to open the left overwing exit, but she stopped him because she could see that there was fire and thick black smoke outside. She noted that it was not the passenger who had been seated in the exit row, the passenger attempting to open the exit was from another row of the aircraft. She attempted to re-close the exit but it would not go completely back into position. She blocked the exit and started redirecting passengers forward and aft. She saw light coming into the cabin from the aft exit and started directing passengers back there. All of the passengers from the left side of the aircraft had moved to the right to get away from the fire.

After there were no more passengers in her area, she could see passengers stacked up in front of the right OWE, so she yelled at them “Go to the back” Once the evacuation was complete she checked the aircraft to ensure everyone was off and then she exited the aircraft via the 2R door.

Interview: Gil, Nayla, Domicile Caracas, Venezuela
Position: Flight Attendant F
Jumpseat: OWE Right
Date: 30 Oct 2015
Location: Ft Lauderdale Airport Operations Terminal 2, Ft Lauderdale, FL
Present: Peter Wentz (NTSB), Kathryn Reneau (FAA)

Introductions were made by NTSB Investigator Peter Wentz.

Ms. Gil stated that she completed initial new hire training for Dynamic International Airways on July 1, 2015. She was previously employed by Aeropostale as a flight attendant for two years.

Ms. Gil stated that she was seated in her jumpseat waiting for take-off and had taken her brace position. She saw a bright light and heard a huge explosion. She heard passengers screaming "Fire! Fire!" Before she could get out of her jumpseat six or more passengers had crowded around her, blocking her in her jumpseat and preventing her from accessing the right Overwing Exit. One passenger had been seated in the exit row, a man, and she had briefed him regarding sitting in an exit row. Ms. Gil stated that the woman who opened the exit had been seated aft of the bulkhead; when she saw the woman on television being transported to the hospital because she had injured her foot, she recognized her as the person who had opened the overwing exit.

When the overwing exit was opened by the passenger, the slide did not inflate. The passengers crowded around the exit remained standing in the area so she began shouting commands directing them aft and forward to the other exits. Initially the passengers did not move and remained standing in the overwing exit area until she pulled one of them and shoved him toward the aft exit, then other passengers began following him. During the evacuation she heard a faint "ding, ding, ding" chime, but did not hear a command from the pilots to evacuate. She stated that she felt very afraid the aircraft would explode.

Interview: Consuegra, Emily, Domicile Caracas, Venezuela
Position: Flight Attendant G
Jumpseat: 2RC
Date: 30 Oct 2015
Location: Ft Lauderdale Airport Operations Terminal 2, Ft Lauderdale, FL
Present: Peter Wentz (NTSB), Kathryn Reneau (FAA)

Introductions were made by NTSB Investigator Peter Wentz.

Ms. Consuegra stated she completed initial new hire training for Dynamic International Airways on July 1, 2015. She had no previous airline experience.

Ms. Consuegra stated that during the boarding she noted that the passengers were noncompliant and disrespectful. She was in the back during the safety demonstration and there was one passenger who would not stop using his phone. The safety demonstration was stopped to gain his compliance. At the conclusion of the safety demonstration, the lead (Juan) made an announcement to the cabin that passengers should respect instructions from the flight attendants because “we are here for your safety.” The flight attendants took their seats and the announcement regarding dimming of the lights was made.

She heard a loud sound and felt the aircraft rock, and then saw flames outside the 2L door. A second later Flight Attendant Eric Galo opened the 2R door and began yelling “Come this way” She did not hear any commands from the flight deck to evacuate, but thinks she may have heard a couple of chimes during the event. She started yelling commands in English, but the passengers didn’t understand, so she began yelling in Spanish. She did not see smoke in the cabin until the end of the evacuation, just before she exited the aircraft.

Interview: Nayra Carvajal, Domicile Caracas, Venezuela
Position: Flight Attendant H
Jumpseat: 1C Left
Date: 30 Oct 2015
Location: Ft Lauderdale Airport Operations Terminal 2, Ft Lauderdale, FL
Present: Peter Wentz (NTSB), Kathryn Reneau (FAA)

Introductions were made by NTSB Investigator Peter Wentz.

Ms. Carvajal stated she completed initial new hire training for Dynamic International Airways on July 1, 2015. She was previously employed by Aeropostale as a flight attendant for 15 years.

Ms. Arismendi stated that she had closed the main cabin door and the safety demonstration had been completed along with the final cabin compliance check. She was secured in her jumpseat and had made the call out that the cabin was secure, which means that the flight attendants and passengers were all seated. She heard the flight deck make an announcement "Flight Attendants be seated, we are number two for take-off."

She stated "suddenly it was dark outside", she felt movement and she heard an explosion. She saw passengers running forward toward her. She stood up to see what was happening and saw fire outside of the windows. She stated it was very loud in the aircraft because the passengers were screaming. She stated she saw FA Arismendi attempt to signal an alarm with the PA but didn't hear it. She tried to use the PA but couldn't hear any of her commands, so she began shouting her commands instead. She was asked what the signal to evacuate the aircraft was and she stated "the signal from the flight deck to initiate an evacuation is easy victor". She stated she did not hear any announcement made from the flight deck. She stated that she believed the aft flight attendants saw the fire and initiated the evacuation, but she could not see due to the fire.

She left her jumpseat and went to the 1R door, but the aircraft was still moving so she did not open it. When the aircraft stopped, she assessed conditions at her door. When she saw it was all clear, she opened the door. The door opened easily and the slide inflated quickly.

Ms. Carvajal stated passengers tried to jump before the slide deployed and she had to restrain them. There was no smoke inside the aircraft, but it was very dark. She did not observe many passengers with carry-on bags during the evacuation. She stated that after all of the passengers were gone from her exit she checked the cabin to make sure everyone was out. She was afraid to go too far aft because she thought the aircraft might explode.

She saw a passenger (an elderly male) in first class retrieving his carry-on bag. He was moving very slowly and didn't seem to hear her when she yelled at him to leave the bag. She yelled at him to leave the bag. She took him to the 1R door and forced him out onto the slide, and then jumped after him. When she exited the aircraft he was still on the

slide so she helped him off. She stated he did not have any injuries when he got on the slide but she saw that his arm was bleeding at the bottom of the slide. She stated she believed that his arm must have been burned from the friction of coming down the slide.

On the ground she yelled in English and Spanish “Get away, get away!” She stated that most of the passengers understood Spanish. The firetrucks were not there yet when she got out of the aircraft, but arrived soon after. She led the injured elderly male passenger to the firefighters and then joined her crew. She saw that one of the crewmembers had injured her leg, so she helped carry her away from the aircraft.

Interview: Prato, Adriana, Domicile Caracas, Venezuela
Position: Flight Attendant I
Jumpseat: 2L Center
Date: 30 Oct 2015
Location: Ft Lauderdale Airport Operations Terminal 2, Ft Lauderdale, FL
Present: Peter Wentz (NTSB), Kathryn Reneau (FAA)

Introductions were made by NTSB Investigator Peter Wentz.

Ms. Prato stated she completed initial new hire training for Dynamic International Airways on July 1, 2015. She had no prior airline experience.

After completing her compliance checks she took her jumpseat and she made the “Cabin Secured” notification to the lead flight attendant. She heard the pilots make an announcement that they were second for departure, and then heard a loud explosion. The aircraft stopped. She looked to her left and at first saw black smoke and then saw flames. She released her seatbelt and saw Flight Attendant Eric Galo opening the 2R door. Flight Attendant Galo was yelling commands in English, so she yelled in Spanish “Come this way” Passengers were jumping to the right side of the aircraft, trying to get away from the side with the flames. Flight Attendant Galo opened the 2R door and blocked it so the slide could inflate. She saw a man run under Flight Attendant Galo’s arm and jump out the door. She didn’t hear any commands from the flight deck to evacuate. She thinks she recalled hearing a faint “ding” of an alarm but at that point she was already yelling her commands.

During the evacuation, people seemed to be moving very slowly. She grabbed them and pushed them to Flight Attendant Galo at the 2R door, and he pushed them onto the slide. She saw many people grabbing their carry-on bags and heard Flight Attendant Elizabeth Moron shouting at them to leave their bags. She went down the slide and believes she twisted her ankle on the ground. She didn’t immediately realize she was hurt. She saw an unconscious person lying on the ground, and along with Flight Attendant Allison Consuegra she checked his vital signs.

When she tried to walk away from the aircraft she realized that her ankle was hurt. The captain picked her up and carried her to the firemen. At the hospital she was diagnosed with a sprained ankle and is now wearing a brace while it heals.