

NATIONAL TRANSPORTATION SAFETY BOARD
Investigative Hearing

Alaska Airlines Flight 1282

Boeing 737-9, N704AL

Left Mid Exit Door Plug Separation in Portland, OR

January 5, 2024

Docket No.	SA-543
EXHIBIT	
6B	

**Survival Factors Group Chair's
Factual Report - Attachment 1**
(264 Pages)

DCA24MA063

SURVIVAL FACTORS

Group Chair's Factual Report - Attachment 1

Flight Attendant Interview Transcripts

June 28, 2024

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

*

ALASKA AIRLINES BOEING 737-9 *

MAX IN-FLIGHT STRUCTURE * Accident No.: DCA24MA063

FAILURE NEAR PORTLAND, OREGON *

ON JANUARY 5, 2024 *

*

* * * * *

Interview of: [REDACTED] Flight Attendant
Alaska Airlines

Portland, Oregon

Monday,
January 8, 2024

APPEARANCES:

JASON FEDOK, Lead Survival Factors Investigator
National Transportation Safety Board

DUJUAN SEVILLIAN, Ph.D., Human Performance Investigator
National Transportation Safety Board

GERI JARRETT, Director, In-Flight Safety and Compliance
Alaska Airlines

KALIKO HOWELL, Manager, Policy and Procedure for
In-Flight
Alaska Airlines

BRUCE WALLACE, Associate Technical Fellow
The Boeing Company

STEVE VINCENT
Association of Flight Attendants

GIFFORD BEUKER, Aviation Safety
Federal Aviation Administration

██████████ wife of ██████████

I N D E X

<u>ITEM</u>	<u>PAGE</u>
Interview of [REDACTED]	
By Mr. Fedok	7
By Dr. Sevillian	24
By Ms. Jarrett	26
By Mr. Howell	27
By Mr. Wallace	29
By Mr. Vincent	30
By Mr. Beuker	33
By Mr. Fedok	36
By Mr. Vincent	40
By Dr. Sevillian	42
By Ms. Jarrett	44
By Mr. Vincent	44
By Mr. Howell	45
By Mr. Beuker	45

I N T E R V I E W

(9:09 a.m.)

1
2
3 MR. FEDOK: All the people you see around us are part of this
4 investigation, they don't work for the NTSB, but we bring in
5 outside experts to help us because we don't know everything about
6 Alaska Airlines policy and procedures, or the federal regulations,
7 or Boeing airplanes, so all these folks have a piece of that
8 puzzle and bring expertise to the investigation for us. However,
9 the NTSB is the only one who will -- excuse me -- actually analyze
10 the information and produces a final report, okay?

11 So this interview today, we have some audio recorders going
12 and we intend to create a transcript of your interview for
13 accuracy purposes and then everybody here in the group will be
14 able to review that and make sure we get it as accurate as we can,
15 and then eventually that will be placed in the public docket for
16 the accident. So an attachment to my factual report will be the
17 interview transcripts that we performed and then we'll summarize
18 those for our final report that will come out in a year, maybe a
19 little less, maybe a little more, down the road, does that sound
20 good?

21 [REDACTED] Yeah, it does.

22 MR. FEDOK: Excellent. So I'm going to let everybody go
23 around the room and introduce themselves briefly and then I'll do
24 a little more intro and we'll get started.

25 Dujuan, why don't you start?

1 DR. SEVILLIAN: Yes, Dujuan Sevillian with the NTSB. I'm a
2 senior human performance and survival factors investigator.

3 MS. JARRETT: Good morning, Geri Jarrett, Director of
4 In-Flight Safety and Compliance at Alaska.

5 MR. HOWELL: Good to see you. Kaliko Howell, Manager, Policy
6 and Procedure In-Flight, Alaska.

7 MR. WALLACE: Good morning, I'm Bruce Wallace, I'm with
8 Boeing. I'm part of the interior engineering department and cabin
9 safety, and I want to say I appreciate what you do for our cabin
10 safety with your responsibilities, so really I'm glad you're here
11 because, as Jason mentioned, you're very, very helpful to what we
12 do with airplane safety, so thank you.

13 MR. VINCENT: Good morning, I'm Steve Vincent. I'm with the
14 Association of Flight Attendants and I'm here to get as much
15 information as possible, I do accident investigation and IOEs.
16 (Indiscernible). It's great to have you here with us. It's a
17 pleasure to meet you.

18 [REDACTED] Thank you. I'm [REDACTED] I'm [REDACTED] wife.

19 MR. BEUKER: Oh. And Giff Beuker, sorry. I'm with the FAA
20 and very, very thrilled that you guys are here to share your
21 information, because we can act on these things, but we don't do
22 so unless we have real factual data to push something and your
23 information is huge for us. So thank you.

24 MR. FEDOK: Okay, so thank you. So the most important thing
25 here today, [REDACTED] is your comfort. We know you've been through a

1 lot the last few days, you probably haven't slept a lot, it's an
2 emotional experience, it's draining, we get it, so if you want to
3 take breaks, you want to step out for a minute, a drink of water,
4 whatever you need to do, we're completely flexible, we're not in a
5 rush here, we want to get the information and make you as
6 comfortable as we can, okay?

7 [REDACTED] Okay.

8 MR. FEDOK: All right, with that, the most important thing
9 here is that I spell your name correctly in the report. Do you
10 want to spell that for me and make sure it's correct?

11 [REDACTED] Yeah, so [REDACTED] Sorry, I'm losing my
12 voice a little bit. [REDACTED] is [REDACTED].

13 MR. FEDOK: Thank you. And you selected your wife to be a
14 representative, would you mind spelling your name for us, ma'am?

15 [REDACTED] Absolutely. First name, [REDACTED], [REDACTED] Last
16 name, [REDACTED] [REDACTED].

17 MR. FEDOK: Thank you so much for both being here today. So
18 [REDACTED] I've done a lot of interviews in my career and it seems to
19 be the best way that I can get through it is basically to let you
20 tell us your experience from beginning to end without any
21 interruptions. So we're going to sit here and we're going to have
22 some people typing notes, we're going to have the recorders
23 running, I'll be writing down some notes, but I want you to walk
24 through your day for us from beginning to end without interruption
25 and remember as much detail as you can and then what we'll do is

1 I'll go back through it with you, which may evoke some additional
2 memories or thoughts, I may have a few questions, and then what
3 we'll do is we'll go around the room and give everyone a chance to
4 ask some follow-ups and then we'll let you get on with your day,
5 sound fair?

6 [REDACTED] Sounds good.

7 INTERVIEW OF [REDACTED]

8 BY MR. FEDOK:

9 Q. Do you have any questions for me to start off with?

10 A. So just starting off from when I checked into my flight and
11 just up to chain of events pretty much?

12 Q. Actually, I'd like you to start before that, if you can
13 remember back that far, taking us through your morning, when you
14 woke up, you know, you don't have to go into a great amount of
15 detail about it unless there's something of note, but how that day
16 went for you, any stressors in your life, lack of sleep,
17 sicknesses, all of those sorts of things we're interested in.

18 A. Sure.

19 Q. You can go ahead when you're ready. I'm going to put myself
20 on mute and I'm just going to take some notes. And take your
21 time.

22 A. Okay. Oh, gosh. That was Friday morning. Okay. What did I
23 do Friday morning? [REDACTED]

24 [REDACTED]
25 [REDACTED] I was fighting a cold, so I was taking cold medicine

1 earlier, it kind of helped battling it. Sleep was kind of okay,
2 from being plugged up and all that. [REDACTED]

3 [REDACTED]
4 -- had some alone time and then we were trying to determine if we
5 want to have one car, two cars, so she drove me to work and I got
6 checked in, got myself some food over at Café Yumm and then went
7 to the flight.

8 I got to the gate probably, maybe five, ten minutes
9 beforehand because I was working A position, so I had to get my
10 stuff done and check the area and do my pre-flights and all that.
11 Got on the plane, met the crew, the crew came on board, we did our
12 crew briefing. And then boarding was usual. [REDACTED] was up in
13 the front with me, we were both greeting, we were both helping
14 each other out, making sure that we're watching stuff, and we
15 closed the door, we did the briefing, did the safety demo, and
16 yeah, everything was completely normal.

17 And we were -- excuse me -- we got to 10,000 feet, did the
18 chimes, did my out-of-10,000 announcement and yeah, we were on the
19 jump seat and just talking for a few minutes, just kind of waiting
20 to see if it was going to smooth out a little bit, if we had to
21 wait for turbulence and yeah, nothing seemed out of the ordinary,
22 nothing -- didn't seem abnormal. And then, just all of a sudden,
23 there was just a really loud bang and lots of whooshing air, like
24 the door burst open, it scared the crap out of me. Masks came
25 down, I saw the galley curtain get sucked towards the cabin and

1 then right away, the lights came up, the masks came down, the
2 automatic announcement and the Spanish announcement came on, which
3 I knew right then okay, it's a decompression. Oh. And then my
4 first reaction, like we were taught to do is strap yourself in,
5 just grab your mask and put it on.

6 (Pause.)

7 DR. SEVILLIAN: Take the time you need.

8 (Pause.)

9 [REDACTED] And from what I can remember, I didn't know what
10 happened, I didn't know if the decompression came from the flight
11 deck, I didn't know if it came from the front, and so when I
12 figured out that we had a decompression, I was trying to call the
13 flight deck and I was pressing the 2 button methodically to get
14 their signal and I tried answering and it was so loud I couldn't
15 hear anything at all. And I didn't know if the pilots were busy,
16 I didn't know if something happened.

17 And then I tried calling the back and seeing if they were
18 okay, if anything happened, and they were busy doing stuff. And
19 then [REDACTED] saw some people try to get up and there was a woman
20 who was freaking out and I didn't see this because I was on my
21 jump seat so I couldn't see out in the cabin, what was going on.
22 And so she went to get up once she felt it was safe to do so to go
23 assist that woman and then I gave her one of the oxygen bottles
24 from the windbreaker, to have her put it on so she can have oxygen
25 going out. And then I tried calling the back some more, I tried

1 calling. I finally got a hold of, I think it was [REDACTED] or
2 [REDACTED] asking them like what happened and I heard them say
3 there's a hole in the back and we see seats missing, we don't
4 know, but we might've lost passengers. And then I tried calling
5 the front again. I barely, could barely hear one of the pilots
6 and so I think I was able to get out I think we have a hole and we
7 might've lost passengers. And then it seemed like I just lost
8 contact, I tried calling back, tried speaking loudly into the
9 phone, I couldn't hear anything.

10 And then I took my mask off, I kind of assessed myself and I
11 figured it was probably safe for me to get up and like walk
12 around. And I didn't know what was going on with the cabin and
13 [REDACTED] and I saw there was people getting up, so I went up in
14 the cabin to help her and then I got to about Row 15, Row 16 and I
15 just felt like really, really hot air. And then I just went back
16 to my jump seat, put my mask back on, tried to call the pilots
17 again and still, I couldn't fully hear them, I couldn't fully get
18 through.

19 And then I tried to call the back again and just tried to get
20 more information, and it was kind of the same thing, too. And
21 then I was able to call the front again and then I heard -- I
22 vaguely remember them saying we're going back around, we're going
23 to go back for a landing, so I knew that we were going to be okay.
24 And then [REDACTED] went back to her jump seat, we strapped in and
25 put our masks back on and she was really great looking down the

1 aisle to make sure the people were sitting and everything was
2 okay. And then we landed, I made the PA immediately and I said
3 please stay in your seats until you're told to get up and then
4 went back to the gate. I called the -- I was able to talk to the
5 pilots then because I could hear them and I asked if we needed to
6 evacuate once they parked and they said no, we don't. And then we
7 pulled up to the gate, turned the lights on, we did the disarming
8 cross-check and I opened the door and then paramedics came on.

9 Q. Excellent. Thank you so much, [REDACTED] that was outstanding.
10 I'll give you a minute to compose yourself there, have some
11 coffee, I'm going to go back through my notes and I'm going to
12 walk back here, make sure what I captured was accurate and again,
13 if you remember anything additional, feel free to expand on any of
14 these topics. So before I start, can you tell me your employment
15 history with Alaska or as a flight attendant, in general?

16 A. So I first became a flight attendant in 2015, I was with Mesa
17 for almost three years. In 2018, I became a flight attendant with
18 Horizon and then I became a flight attendant for Mainline Alaska
19 in 2019.

20 Q. All right. So you were A on the flight, you were seated on
21 the 1-L door outboard seat, is that right?

22 A. That's right.

23 Q. You mentioned waking up on Friday, the morning was fairly
24 routine, you had been fighting a cold and taking some cold
25 medicine, but your sleep the night before had been adequate?

1 A. I'd say so.

2 Q. You basically had some alone time with your wife and she
3 drove you to work, do you remember what time you arrived at the
4 airport, roughly? It was a 3:40 arrival time, I believe, from
5 talking to [REDACTED] and [REDACTED].

6 A. I think it was right around probably 3:30.

7 Q. Okay. And you said you got yourself something to eat and you
8 were at the gate about five to ten minutes ahead of time, right?

9 A. Um-hum, that's right.

10 Q. Okay. And when you boarded the aircraft, can you tell me who
11 was on again, which crew members were on board when you got on, do
12 you remember?

13 A. When I first got on, it was just myself. There was -- I
14 can't remember her name, but she was doing a cabin audit to make
15 sure that the cleaners were doing their job, making sure the
16 airplane was clean. So I was first on board for a couple of
17 minutes and then [REDACTED], our first officer, came on board, and then
18 we met. And then [REDACTED] came on a little later and then
19 [REDACTED] and then [REDACTED] and then [REDACTED] came on after that. I
20 think [REDACTED] was --

21 Q. Did you have a --

22 A. Sorry, I think [REDACTED] was the last one to come on.

23 Q. All right. And did you have a crew briefing with the flight
24 crew at all, exchange any information about the flight, anything
25 that you recall?

1 A. Yeah, a little bit, it was mainly just flight time, if the
2 flight was going to be expected to be pretty turbulent and so
3 besides that, nothing was really out of the normal.

4 Q. You said they did expect some turbulence on the flight?

5 A. I'm trying to think. I think going to Ontario, I think they
6 said it might be an early sit, but besides that, it seemed like it
7 was all pretty normal.

8 Q. Okay. And your briefing with the rest of the flight
9 attendants, as the A, that's your responsibility to conduct a
10 briefing before the flight, is that right?

11 A. Yes.

12 Q. Can you tell me what you covered on the day of the event
13 before this flight, do you remember?

14 A. Yeah, so the standard brief, just basically saying our names,
15 our positions, our door position, ABPs, emergency positions, if
16 we're current, up to date with our equipment, our devices, any
17 company memos, and to say the flight time, I did say that we have
18 four unaccompanied minors, a couple wheelchairs. We had an aisle
19 chair that wasn't in our system that ended up boarding with all of
20 our specials (ph.).

21 Q. Okay. And can you tell me the process for you for
22 unaccompanied minors and do you recall interacting with them at
23 all?

24 A. Yeah, so we had four, three of them boarded first with the
25 agent, we didn't get our last unaccompanied minor until boarding

1 was almost complete. So I took over their paperwork, I signed it
2 and I asked them hey, can you tell me your name and then can you
3 tell me your birth date and then do you know where you're flying
4 to. We're supposed to verify that with every kid. And then I let
5 [REDACTED] and the other flight attendants know they were coming
6 and they walked them back and then took them to their seats and
7 then they gave them the special briefings.

8 Q. And the last UM to board, was he the last person on the
9 flight?

10 A. He was the last UM, I can't remember honestly if there was
11 another passenger, but he was one of the last ones.

12 Q. Okay. Whose responsibility is it to brief them with the demo
13 information, is that the B or C?

14 A. Usually, we seat the UMs on the back of the plane, so it's
15 whatever flight attendant is closest to them.

16 Q. Okay, all right. Okay. And the flight deck, it looked like
17 -- was the door closed for the flight deck, do you remember that?

18 A. I closed it right after we did the door arming procedure
19 cross check. And then before we started the demo.

20 Q. Okay. Do you recall having any difficulty with the door?

21 A. Not at all, it closed --

22 Q. Not closing or anything of that nature?

23 A. Not at all, it closed normally like a normal Boeing door
24 should. And after it closed, I tugged on it to make sure that it
25 was locked and it was.

1 Q. And you said you guys did your passenger demo during taxi, I
2 assume, is that right?

3 A. It was, yeah, after the door -- after we closed the flight
4 deck door and everybody came up, that's when we started, so we
5 started before we pushed back.

6 Q. And you didn't mention anything abnormal during taxi or
7 takeoff, do you remember deicing?

8 A. I think there was talk about it.

9 Q. All right. And --

10 A. But for myself, honestly, I can't -- I don't remember it.

11 Q. Which is fine. You said the next memory was at 10,000 feet,
12 chimes went off and you did your standard 10,000-foot
13 announcement, can you tell me what that announcement is?

14 A. Yeah, so that's basically saying we've reached 10,000 feet,
15 please stay in your seats until the seatbelt sign is off, you can
16 use Wi-Fi at this time, and then going into service, saying we'll
17 be out in the cabin shortly, if you preordered your food, we'll
18 bring it to you shortly, if not, this is how you do it, in the
19 meantime just sit back, relax, we'll be out in the cabin shortly.

20 Q. Do you remember if the seatbelt sign ever went off?

21 A. The seatbelt sign never went off. It only chimed off and on
22 just to indicate that we were out of 10,000 feet, but it still
23 remained on.

24 Q. Okay. And you mentioned at that point, you kind of sat on
25 the jump seat with [REDACTED] for a while, waiting for things to

1 smooth out, was it a little bumpy?

2 A. A little bit at first. I think, also, we were just kind of
3 waiting to see what time the two in the back were getting up to do
4 theirs and then that way, she could start doing it, too.

5 Q. Okay. And before the explosive decompression, did she get up
6 out of her jump seat, [REDACTED]

7 A. She did. Gosh, this all happened so fast. She did for a
8 split second, I think --

9 Q. Okay.

10 A. -- it was to unlock the lavatory door.

11 Q. Okay. And I'm going to go through what I had captured here
12 about the decompression, you said that a loud noise or bang, is
13 that accurate?

14 A. Yeah.

15 Q. And then you recall the whooshing of air --

16 A. Um-hum.

17 Q. -- and the curtain sort of went back into the cabin --

18 A. Yes.

19 Q. -- is that right? Okay. And I think what I captured was the
20 lights went down then up again, then the masks fell, is that a
21 correct sequence?

22 A. Yeah.

23 Q. Okay. At that point you recognized there was the
24 announcement, at what point did you recognize you were dealing
25 with a decompression?

1 A. Right when the masks came down and then I knew that when that
2 happens, the automated announcement was saying put your masks on
3 in English and Spanish came on. And then that registered okay,
4 that's a decompression. But I didn't realize how bad it was.

5 Q. And -- got it. So the masks fell in front of your jump seat,
6 did you have any difficulty obtaining a mask or putting it on?

7 A. I honestly did. When masks came down, they were all tangled
8 up, so it took me -- it took me longer than I wanted to get them
9 untangled and put them on.

10 Q. And had you ever done that before, had the masks drop and had
11 to put them on?

12 A. Besides being trained at initial, I've never had that happen
13 before, I've never put on a mask on a real flight before.

14 Q. And can you describe what you do in initial training for that
15 portion of the training with the masks?

16 A. Yeah, so initial training we're taught to secure yourself
17 immediately, don your mask and just expect for a very steep
18 descent. When -- let's see, that was five years ago. When we
19 were trained about the masks, excuse me, in the overhead then,
20 they gave us a manual insertion tool and so we just demonstrated,
21 just push it up and then the masks fell, and then they showed us
22 how to put them on and how to don them.

23 Q. Okay. So now that you've been through the real thing and had
24 to deal with it in flight, was it what you were expecting from
25 your training or was it difficult, more difficult?

1 A. I know my initial instinct at the time was to pull the mask
2 down because I knew pulling the mask down, that's how you start
3 the flow of oxygen, so I did that. I was not expecting all the
4 masks to be so tangled up as they were. When the masks fell, I
5 expected them to fall down, like, individually. They said it
6 happened, too, throughout the whole cabin, they came down in
7 clusters.

8 And I know from the other three flight attendants, talking
9 with their experience, they had such a hard time getting those
10 masks untangled and I don't remember if they were trying to do
11 like a four-mask like kind of monkey through the cabin, grabbing a
12 mask, but they said trying to do that, it was almost impossible
13 just because everything was so tangled up.

14 Q. Okay. Once you did get your mask on, did it stay on?

15 A. It did stay on. I do remember that my mask actually
16 inflated, the bag inflated, like I could breathe, like I could
17 tell air was coming through and I didn't expect the mask bag to
18 actually inflate, but it did.

19 Q. And you had adequate amounts of oxygen throughout, no
20 problems with any symptoms of hypoxia, anything of that nature?

21 A. I was a little lightheaded, I could tell that oxygen was
22 flowing and I assumed that was normal. I also briefly took my
23 mask off for a second while I was going through the cabin, and
24 when I came back I was a little lightheaded, but I was still
25 conscious and aware. But when my mask was on I could tell I had

1 adequate oxygen.

2 Q. Okay. And one of the initial things after you did that was,
3 again, to try to make contact with the flight deck, is that right?

4 A. Yes.

5 Q. Can you tell me how you used the interphone panel (ph.) to
6 call the flight deck?

7 A. We press the number 2 button on our handset and that calls up
8 to the flight deck.

9 Q. And is that -- is there a difference between "I just need to
10 talk to you routinely" or "I'm having an emergency" -- different
11 procedure for the two?

12 A. On Boeing, no. So what we have to do is press the 2 button,
13 like more than once, like repeatedly, be it two times, three
14 times. Usually one time, that means okay, standard; if it's more
15 than once, like two or three, that means okay, something's going
16 on. But we don't have a button on our handsets, like on our
17 Airbuses, that say call the captain in emergency, it's just
18 methodically press that 2 button.

19 Q. Okay. And you did, you said -- I wrote down here, you said
20 you did press the 2 button methodically?

21 A. I did.

22 Q. Okay. And you kept your mask on while you were doing this,
23 is that correct?

24 A. I did.

25 Q. Okay. And so you were -- you couldn't hear any return, you

1 were yelling through your mask into the interphone --

2 A. Um-hum.

3 Q. -- and could not hear any -- a response from anyone on the
4 other side, is that right?

5 A. It was staticky and it was -- yeah, it was just really,
6 really hard to hear.

7 Q. Okay. Did you get an indication on the interphone if someone
8 has picked up on the other side, do you know that it was actually
9 somebody on -- trying to communicate with you or were they?

10 A. Usually, in a normal circumstance, I can hear the receiver
11 being picked up, but in that instance, because it was so loud with
12 everything going on, I couldn't hear at all and I kind of found
13 out later the pilots had their air masks on and they were speaking
14 through the headset with their air masks on, which also kind of
15 led to them not to be able to hear me enough, me not being able to
16 hear them.

17 Q. So at what point did you understand or did you know that the
18 flight crew was still in control of the aircraft, that there were
19 still pilots that were flying, because you weren't able to
20 establish verbal communication with them and you didn't -- I think
21 what you said later was that you did not experience an immediate
22 descent, did I get that correctly? I don't want to misquote --

23 A. That's right, that's right.

24 Q. Okay. So you didn't have a descent in any part of your
25 training and you weren't able to establish communication with the

1 pilots.

2 A. Um-hum.

3 Q. Did you know -- when did you realize that they still had
4 control of the aircraft or did you?

5 A. I don't remember how much time passed since the initial like
6 blowout of the door and everything going on, but when I was able
7 to faintly hear them say we're turning back, we're going back to
8 the airport, that's when I knew okay, they're up there, they're
9 alive, we're okay and we don't have to use our door code to get in
10 the flight deck.

11 Q. Okay. So you just basically repeated the call until you were
12 able to get some sort of verbal response --

13 A. Yeah.

14 Q. -- is that right?

15 A. Yeah.

16 Q. Okay. And I know it's difficult with time and everything
17 going on there, but do you recall whether you talked -- you got
18 that information before you went into the cabin or was that when
19 you came back to your jump seat after --

20 A. That's when I came -- that's after I came back to my jump
21 seat.

22 Q. Okay. And when did you understand that there was a hole in
23 there, did you ever see the hole in the aircraft?

24 A. I didn't see the hole itself until we went, got back to the
25 gate, everybody came off and I was able to go back and see where

1 it was. So during the whole flight, I knew there was a hole
2 somewhere, I didn't know how bad it was, I didn't know how big it
3 was. The other flight attendants saw it before I did.

4 Q. Okay. And you mentioned during one of your calls -- well,
5 let me back up. When you did call back to the aft flight
6 attendants, do you recall making contact with them and getting any
7 information?

8 A. I do remember talking to [REDACTED] and I heard [REDACTED] on the
9 phone and that's when I asked [REDACTED] like, you know, what's going
10 on, what's happening, because again, from my jump seat with that
11 windbreaker, I can't see what's going on in the cabin and there's
12 no way I can see that, and he was saying there's a hole and there
13 are seats empty and we might've lost passengers. And so that's
14 when you're like okay, so we do have a hole, we may have lost
15 passengers, okay, this is serious, and then still trying to call
16 the flight deck and try to communicate, just it was so -- it was
17 so hard to hear them.

18 Q. I got it. And I think I skipped over a part here where
19 [REDACTED] saw the passengers up in the cabin and then you gave her
20 a portable oxygen bottle for her to go --

21 A. Yes.

22 Q. -- back and check on them, is that right?

23 A. Yes.

24 Q. When you eventually went back, as well, did you grab another
25 portable oxygen bottle, is there a second one up there?

1 A. There's a second one up there. I was able to breathe without
2 my mask on, like I could tell I was at an altitude where I was
3 able to be conscious and the air was stable, nothing was flying
4 around, so I felt safe to get up and walk back and see what was
5 going on. And then, like I was saying, I got back toward the exit
6 row, that's when I felt all that really hot air and then I didn't
7 know if there was a fire, if something else was going on, and then
8 at that point I felt like okay, I need to just stay up in the
9 front, I need to be by the L-1 door and I need to do my best to
10 try to communicate with the pilots as much as I can and just try
11 to get through.

12 Q. Okay. Thank you. I think I'm running out of questions, let
13 me check through here. Did you have any interactions with any
14 passengers either during the flight or after that were noteworthy?

15 [REDACTED]
16 [REDACTED]
17 [REDACTED]
18 [REDACTED]
19 [REDACTED]
20 [REDACTED]
21 [REDACTED]
22 [REDACTED]
23 [REDACTED]
24 [REDACTED]
25 [REDACTED]

1
2
3
4
5
6
7
8

And yeah, it was surprisingly just very, very calm. I know a few people, when they got taken off for some minor injuries with the firefighters and paramedics, but yeah, the rest of the passengers, besides maybe just a small handful, were just super calm, super collected, they were thanking us, thanking the pilots, and honestly, besides that, nothing really stood out too much.

MR. FEDOK: Okay, great. I've gone through my initial questions here, I'll let the room open up.

Mr. Sevillian or Dr. Sevillian, can you ask any questions you might have, sir?

DR. SEVILLIAN: Yeah, thanks.

BY DR. SEVILLIAN:

Q. Thanks, [REDACTED] for the discussion, really appreciate it, and you know, after the event occurred did you have an opportunity to speak with the pilots about what had happened?

A. Yeah, I did a little bit. I know also they were busy talking to their chief pilot and going through a debriefing. [REDACTED] first

1 came out of the flight deck and she was like what happened, are
2 you guys okay and she was really visibly distraught and they were
3 saying, too, that they didn't have a checklist and they thought
4 their checklist blew out when the cockpit door blew open and I
5 thought they wanted that checklist and so I could tell they were
6 going through their own stuff, too. But both [REDACTED] and [REDACTED]
7 came out making sure that we were okay, we were asking if they're
8 okay and they said they were.

9 I didn't get a chance to talk to [REDACTED] too much because he
10 was talking to some of his people, but [REDACTED] stayed out with us
11 and she talked to some people to kind of help her calm down a
12 little bit. She was, I think, calling her family.

13 Q. Thanks.

14 A. Yeah.

15 Q. When the event occurred, you noted that there was an
16 automatic announcement that happened and was it in Spanish and
17 English or is it --

18 A. It's English and in Spanish.

19 Q. Okay. And is that something that you're trained on, initial
20 training?

21 A. Um-hum.

22 Q. And keeping that into mind here, you also talked about when
23 you saw that the masks came down, you immediately said that this
24 is a decompression event, but you also said that, as part of that,
25 the lights went down. Is that something that you would expect to

1 happen as part of the decompression?

2 A. Gosh. Honestly, I honestly don't remember, but I do know
3 before the lights came up, the cabin lighting was still set to
4 takeoff/landing configuration. I honestly don't remember if the
5 lights came down or not, but once I knew the decompression
6 happened and the masks came down, the lights were on full bright
7 and then that's when I heard the decompression announcements come
8 on.

9 Q. And then about the masks, you spoke about that you were not
10 expecting the masks to be tangled when they were coming down. In
11 initial training or recurrent training, is that a scenario where
12 the masks come down, are they not tangled in training or how does
13 that look?

14 A. I don't recall them being tangled in training. I think it
15 was just like a generic like okay, masks come down, this happens,
16 you know, don it, pull down on them, put them over your nose and
17 mouth, and then bags don't inflate, but you can tell by the air
18 indicator that air is flowing, something like that.

19 DR. SEVILLIAN: All right. Thanks, that's all I have for
20 right now.

21 Geri.

22 BY MS. JARRETT:

23 Q. Hi. Geri with Alaska. I just have a few clarifying
24 questions, some of them Dujuan asked already. The announcement,
25 when it started, how long did the announcement last?

1 A. Pretty brief, maybe five or ten seconds.

2 Q. Okay. And then after that, did you -- did the crew initiate
3 any further reiterating what the announcement was saying?

4 A. I know [REDACTED] was reiterating that on the PA and I did that
5 several times, too.

6 Q. Okay. When you found out from the back that there was
7 possibly -- there was a hole now in the aircraft and we may have
8 lost passengers, at any time did you know if anyone looked at
9 their IDM (ph.) to see, at the manifest, to see if there might
10 have been seats there or passengers there?

11 A. I think once things calmed down, I think the crew in the back
12 was looking.

13 Q. Okay.

14 A. [REDACTED] was saying he was going out, I don't remember if it
15 was after we landed or kind of the whole event, but just like
16 checking to see if anybody was in those seats. So at the time it
17 happened I didn't know who was sitting where, I didn't know if
18 people were moved out of their seats or if they moved out on their
19 own.

20 Q. Okay. And the last question I have, [REDACTED] is when the
21 airplane finally landed, did the flight deck ever come on and make
22 an announcement to the passengers?

23 A. I don't remember, I don't think they did.

24 MS. JARRETT: Okay, that's it. Thank you.

25 BY MR. HOWELL:

1 Q. Kaliko. Kaliko with Alaska. Can I just ask a little bit
2 more about the interphone? You mentioned there was static, so you
3 could -- I mean, with all the noise there, you could hear when it
4 was up to your ear that there was a connection being made, it's
5 not just that the interphone was dead.

6 A. It was very briefly.

7 Q. Okay. So it did have a connection point, it's just you
8 couldn't understand anything coming through, at least at the
9 earlier. It looks like you called a few times.

10 A. Um-hum.

11 Q. And then, which -- I know you said it was returning, that
12 "we're returning back to the airport" was kind of the first
13 communication. Can you describe the difference in the environment
14 between those first ones where you could hear nothing and then was
15 finally faintly, is that -- was it more that all the wind had
16 subsided because it was lower?

17 A. I mean it was still noisy but it wasn't quite as noisy at
18 first when we were trying to figure out just what was going on.

19 Q. The only other question I have is obviously there are photos
20 from, you know, various people in parts. When landing, it looks
21 like the lighting was back to the takeoff/landing blue.

22 A. Yes.

23 Q. Did you or do you know if anyone in the crew changed it or
24 did it --

25 A. I did that because just out of standard and I thought okay,

1 if we have to evacuate I'd rather have lights be at such an
2 appropriate setting than try to evacuate in a dark environment and
3 not have people's eyes adjust, so that was my initial response to
4 do that.

5 MR. HOWELL: All right, thank you.

6 [REDACTED] Yeah.

7 MR. HOWELL: That's all I have.

8 BY MR. WALLACE:

9 Q. Bruce Wallace, Boeing Company. A quick question on -- you
10 said you walked down the cabin and then you felt hot air, was it
11 different from the forward to where you walked back and how far
12 back to --

13 A. Oh, yeah, it was a big difference.

14 Q. Okay.

15 A. It was almost like heat (indiscernible) and then I found out
16 later it was probably exhaust from the engines like going into
17 that hole. But it was normal, somewhat normal temperature going
18 up front, first class, where I was at, to the exit rows and then
19 it was just like a wall of hot air.

20 Q. To the over-wing exit rows? Just about that far down?

21 A. Yeah.

22 Q. Okay.

23 A. And I couldn't tell if that was just in that area or if that
24 was like the whole back of the plane.

25 Q. All right. And then where were you when the decompression

1 started, were you standing up, sitting down, were you strapped in?

2 A. I was in my jump seat strapped up. Strapped in.

3 Q. You were still strapped up?

4 A. Yeah.

5 Q. And [REDACTED] was up getting ready or I guess she just opened
6 the bathroom and getting ready to start doing service?

7 A. Yeah. And it all happened so fast and I don't even remember
8 this, but apparently I pulled her back into her jump seat and I
9 held her down. And then she was trying to close the flight deck
10 door while I was still trying to grab on to her.

11 MR. WALLACE: Okay, perfect, that's all I have.

12 Steve.

13 BY MR. VINCENT:

14 Q. Steve Vincent, AFA. You mentioned that there was a possible
15 wheelchair person that had an aisle chair.

16 A. Um-hum.

17 Q. Do you remember if they actually did come on with the aisle
18 chair?

19 A. They did.

20 Q. And do you know approximately where that person may have been
21 seated?

22 A. I think it was forward. I think it was like in Row 7 or Row
23 8.

24 Q. And do you know if there was a crew briefing conducted for
25 that individual?

1 A. I believe there was.

2 Q. And do you know who might have done that?

3 A. That was either [REDACTED] or it was one of the two in the
4 back did that.

5 Q. Okay. Perfect. And then the other question I had was, like
6 Kaliko was saying, you were able to speak to [REDACTED] a couple times
7 in the back, did you notice less interference on the interphone or
8 what was your experience communicating with the back versus --

9 A. I could tell --

10 Q. -- communicating with the pilots?

11 A. Yeah, I could tell it was easier to understand, I could hear
12 more clearly and I'm assuming that was because he didn't have a
13 large mask over his face and trying to speak through that into the
14 interphone. It was still hard to hear, but it was easier to
15 communicate in the back than it was up in the front.

16 Q. I don't want to put words in your mouth, but --

17 A. Yeah.

18 Q. -- sometimes when they have their mask on, it sounds kind of
19 -- Darth Vader kind of sounding.

20 A. Um-hum.

21 Q. Did you hear that kind of like that positive air or was it
22 more of an interference, like you say, you knew the line was
23 active but you would hear static, but when they spoke, what
24 (indiscernible)?

25 A. Oh, gosh. It was very, very quiet and it was very faint, so

1 I know I had to repeat myself a few times to make sure I
2 understood like, when I thought I heard them. It was very faint
3 and it did sound like it was obstructed, like something covering
4 your mouth, obviously.

5 Q. That's really helpful.

6 A. Yeah.

7 Q. Now, the returning back, was that a PA announcement or was
8 that an interphone announcement?

9 A. That was an interphone announcement.

10 Q. Interphone announcement. And that was clear, better, worse,
11 when you heard it?

12 A. It was a little better, it was a little more clear, but it
13 still wasn't like crystal clear, like I could hear it audibly
14 (indiscernible). I could tell that's what was being said and I
15 was like okay, I know we have pilots, they're in control.

16 Q. Can you describe the landing for me, how it felt?

17 A. I could tell it was definitely we're -- it was definitely an
18 emergency landing. We seemed to have landed normally. I was, you
19 know, preparing for something more because I wasn't sure how
20 structured the airframe was, so we were braced in our jump seats,
21 but the landing was normal, and it was a very fast taxi into the
22 gate.

23 Q. Did he ever stop during taxi at any point for a couple --
24 sometimes they'll taxi, stop, and go? Was it more just he kept
25 continually moving towards the gate?

1 A. I can't remember if there was any time where we stopped. We
2 might have like briefly slowed down for a minute, but it was all
3 pretty gradual to the gate.

4 Q. And you mentioned the medics were right there when you opened
5 the door. With the persons that went off with injuries, did you
6 observe any injuries on the persons?

7 A. The guy, I think it's the guy who had his shirt ripped off.
8 When he was coming forward I was looking at him and he did have
9 -- his face looked really rashy, like really red, and I was
10 thinking that's probably from just all that rush of air.

11 Q. Was it one side or the other or the full face?

12 A. I was in the galley, so I was over on this side when he was
13 getting off and so I don't think I saw his full face, but on his
14 right side I could see it was all red. And it seemed to be like
15 all over his face and kind of down his neck.

16 Q. Okay. And did you happen to notice his arms at all?

17 A. I didn't.

18 Q. And [REDACTED] mentioned there was a person who had a bump on
19 their leg, did you happen --

20 A. Yes.

21 Q. -- to notice that?

22 A. I heard about it, but I didn't observe it.

23 MR. VINCENT: Okay, perfect. Thank you, that's really great
24 information and really welcome.

25 BY MR. BEUKER:

1 Q. Thank you for that. The person who had the real rashy look
2 on his face --

3 A. Um-hum.

4 Q. -- did he have a shirt on when he got off the airplane?

5 A. It looked like he had a shirt on.

6 Q. Okay, beautiful. I want to ask --

7 A. I wasn't sure if someone gave him a shirt when -- it must
8 have been sucked off --

9 Q. But he didn't come off bare-chested?

10 A. I didn't see that, no.

11 Q. Okay.

12 MR. VINCENT: Sorry to interrupt, but can you guess an age
13 bracket, roughly? Was he a young man, older man?

14 [REDACTED] Probably, I would say late teens.

15 MR. VINCENT: Late teens.

16 [REDACTED] Late teens, maybe very early twenties, I'd say.

17 BY MR. BEUKER:

18 Q. Okay, thank you. I want to go back real quick and again, all
19 we're trying to do with all of these questions is make sure we're
20 painting a picture as clearly as we can that matches your memory
21 of it, so I apologize for all the detail. [REDACTED] wanted to go
22 to the back of the cabin and check on passengers. Can you walk me
23 through, what did it take to get a POB, was it her grabbing it,
24 did the two of you work together? Walk me through that.

25 A. Sure. So when she -- when she told me that there was someone

1 up and she was obviously very distraught and she needed to go
2 assist them, I -- at that point, I wasn't too sure how secure the
3 cabin was and my thought was like okay, if we have lack of air I
4 don't want you going out there and passing out. So I initiated
5 getting the POB out and she was trying to fumble with the mask and
6 I remember her saying the mask was super flimsy, it was really
7 hard to get on in a certain point and so I helped her turn the
8 valve on, made sure that she had it on, and then she went on out
9 in the cabin. And then I kept my mask on, that was above my jump
10 seat.

11 Q. [REDACTED] said it was super flimsy or --

12 A. Um-hum.

13 Q. Okay.

14 A. Yeah.

15 Q. And do you recall, did she actually have it on the way you
16 would expect it to be on through training or --

17 A. I trusted that she did. I think she probably had it on as
18 best as she could.

19 Q. Okay. Let's see.

20 MR. VINCENT: Did the brackets perform as you expected, the
21 bracket?

22 [REDACTED] Yeah, the brackets were -- the brackets were
23 easy to take it out.

24 MR. VINCENT: And did you notice how she was opening the bag,
25 did it perform as you'd expect it?

1 [REDACTED] I don't remember that.

2 MR. BEUKER: I think that's it for me. Everyone else has
3 covered the points that popped up. Sorry, this was Giff from FAA,
4 I forgot to say that.

5 MR. FEDOK: That's okay, Giff, we got you, thank you very
6 much.

7 BY MR. FEDOK:

8 Q. And as generally happens, I'm going through here and a few
9 things on my list popped up, [REDACTED] so first I want to ask, were
10 you injured?

11 A. No, I was uninjured. I definitely could tell, after the
12 whole ordeal, my ears and my jaw are pretty sore, which I'm
13 assuming was from all that decompression, but I didn't get
14 injured.

15 Q. So that was another question, during the flight did you have
16 any problems with your ears, pressure, pain, tinnitus, any sort of
17 ringing in your ears?

18 A. Uh-uh.

19 Q. Anything like that?

20 A. No, actually it's surprising I didn't have any issues, but I
21 could notice, once we were back on the ground, that I did have
22 some soreness in my jaws and in my ear. But I don't think my ears
23 popped, I didn't have any tinnitus, no ringing, they didn't hurt.
24 If we were up probably higher, that would have been different,
25 probably, but I don't recall having any problems with it.

1 Q. And once you were on descent and [REDACTED] was back in her
2 jump seat and you recognized you were -- you were going to land,
3 at any point did you guys do a review of potential need for ground
4 evacuation or anything that would go on?

5 A. We did. We just kind of looked at each other and just kind
6 of just prepared for it, I said we might have to do this, then we
7 both kind of came to the realization like oh, yeah, we might have
8 to. And yeah, just in our jump seat just doing silent review
9 together and just kind of making more of the cabin and all that.

10 Q. And can you walk me through what your review, silent review
11 process is in cases like this?

12 A. So silent review, it would be your brace commands, it would
13 be keeping in mind if you have any special-need passengers who
14 might need extra assistance, where your exits at, your door
15 opening procedures, your evacuation positions.

16 Q. Okay. And did you guys use any commands for the
17 passengers --

18 A. We didn't.

19 Q. -- brace commands or anything like that?

20 A. We didn't.

21 Q. No, okay.

22 A. I knew that --

23 Q. Yeah, I think you mentioned -- go ahead.

24 A. Sorry, go ahead.

25 Q. No, you go first.

1 A. Yeah. No, like I said, I knew they were coming in for a
2 landing. At the time it didn't seem like we needed to do brace
3 commands, it felt all pretty normal besides that, but we were
4 still just preparing for if we had to after we landed, we were
5 just mentally keeping that to ourselves.

6 Q. And I wasn't so sure if you said earlier that you did take
7 your brace position or that you were thinking about taking a brace
8 position, do you remember?

9 A. We did and that's something we do during any kind of landing
10 is just assuming a brace position.

11 Q. And what if you're aft facing, so what is your brace position
12 for the jump seat?

13 A. So that's sitting straight up with your hands on your laps
14 and then you're resting your head on the back of your jump seat
15 with your chin tilted up and then just looking forward.

16 Q. Excellent. And my last question, and I'll give everyone else
17 a second chance if they've come up with anything since I've been
18 talking, but now that you've been through this experience, I want
19 to give you an opportunity to let us know how you feel you were
20 prepared for it by your training.

21 A. Okay. Training kicked in and honestly, the training that we
22 got in our initial, it was literally everything that we could have
23 done correctly. Obviously, from a human standpoint, I reacted the
24 way I was -- internally thought to do so with my training and just
25 my instincts kicked in. I will say the only frustrating and

1 probably the scariest thing was I didn't have exact communication
2 with my flight deck and at first I didn't know if the
3 decompression was in the front, if we have pilots, and not being
4 able to fully communicate with the back and just know exactly what
5 happened and what was going on. I think out of all, that was
6 probably the scariest part out of all that.

7 Q. So communication, obviously (indiscernible), you know, a
8 frustration on this event, is it -- was it possible for you to
9 make a PA that would have been heard by the cockpit crew and the
10 aft crew, was that something that would have been possible?

11 A. By the cockpit crew, I would be very surprised if they heard
12 that. I don't know if any PAs that were made during the whole
13 ordeal was heard by the back because of how loud it was back where
14 that hole was at. I'm sure probably everybody towards the front
15 of the plane where it wasn't quite nearly as noisy and quite as
16 chaotic could have heard it a little bit, I don't think the pilots
17 could have heard it.

18 Q. You mentioned you did make some PAs to the passengers, right,
19 remain seated in your seatbelts, is that right?

20 A. That, and then make sure your masks are over your nose and
21 mouth, if there's anyone next to you that doesn't have their mask
22 on, put yours on first, then put theirs on.

23 Q. Okay.

24 A. And then -- yeah.

25 Q. You would say that -- go ahead.

1 A. We were also just telling people more than once to sit down,
2 put your seatbelts on, don't get up.

3 Q. And did [REDACTED] or [REDACTED] in the back make a PA that you
4 heard?

5 A. I think [REDACTED] did. I don't remember what her PA was, but
6 I remember her making a PA.

7 MR. FEDOK: Okay, excellent. That is all that I have.
8 Around the table, any other questions that have come up for
9 anybody?

10 BY MR. VINCENT:

11 Q. [REDACTED], I have one question. You've had the benefit of three
12 flight attendant training programs --

13 A. Yeah.

14 Q. -- and you know I love training. From your experience of
15 those three programs, what -- what is Alaska missing, what could
16 we add to enhance future experiences like this that you may have
17 benefitted from the two other carriers or is there something that
18 neither of the three did that we should include? What was your
19 takeaway?

20 A. Okay. This is honestly something that's been kind of like in
21 my -- back in my first several years and none of my in-flight
22 trainings ever did this. So when I'm A flight attendant and the
23 pilots are taking breaks and we're doing our pilot breaks and I'm
24 up there with the pilot or the copilot, so in initial training,
25 like if something were to happen, like if one of our pilots was

1 incapacitated and for some reason we didn't have any pilots and we
2 didn't have any way of calling for help, we don't know how to use
3 the radios, we don't know how to dial frequencies, how to use the
4 handsets, how to talk to air traffic control, and so a few times I
5 asked the pilots like hey, so if I have to talk to the ATC, how do
6 I do this and okay, these dials down here, okay, what radio
7 frequency is this and if there's some standard like emergency
8 radio frequency, like I want to know how that is and do you just
9 like talk, do you press a button, like what do you do?

10 So we're trained in the flight deck, in initial training, how
11 to take the pilot masks off, to don them if you have to use
12 oxygen. We're told how to open the escape window in the flight
13 deck for the pilots to use, but we're not trained on how to use
14 the radios to talk to air traffic control, how to dial
15 frequencies. Honestly, like, if we're trained to do that and
16 trained that in recurrent training, that would make such a big
17 difference if we're up in the flight deck and we have to do that.

18 Also, like I said, too, on Boeing, there's no -- there's no
19 real indication of an emergency call besides just methodical
20 pressing the 2 button and like in this instance, since we weren't
21 really able to communicate with the flight deck hardly at all and
22 we didn't know if they were okay if something were to happen,
23 there's no like backup chime or signal to let us know in the cabin
24 they're okay, we have control of the plane. So at that point
25 we're just basically guessing and assuming and just praying that

1 everything is okay up there. And so yeah, just not having that, I
2 think, needs to be addressed and definitely brought to attention.

3 MR. VINCENT: Thank you.

4 BY DR. SEVILLIAN:

5 Q. Real quick. So we talked earlier about -- this is Dujuan,
6 NTSB -- that the -- that [REDACTED] was trying to close the door,
7 the flight deck door, and you were pulling, trying to pull her
8 back. Was there any conversation after that in terms of the
9 flight deck door, why -- you know, why it opened?

10 A. I don't recall, but I could tell that loud bang was from like
11 something, I couldn't tell right away what it was, I learned that
12 was the flight deck door that closed and that her instincts was
13 okay, the flight deck's not secure and I have to close that door,
14 but she wasn't secured and then in all that, my instinct was to
15 keep her -- keep her seated, keep her -- keep her secured.

16 Q. All right.

17 A. That's all I can recall from that.

18 Q. Um-hum. And in terms of the -- you talked about the --
19 making the PA announcement to the passengers, saying put on your
20 masks and there was some other information you gave, did you
21 notice that the passengers were actively putting on their masks or
22 were there some that did and didn't?

23 A. I was able to peek around the windbreaker and looked down the
24 aisle, so from all my passengers in first class, they all had
25 their masks on correctly, everybody had them on, and I could look

1 down the aisle a little bit and from what I could see, I could
2 tell that everybody was masked up, it didn't look like anybody
3 wasn't wearing their mask improperly, from what I could tell.

4 Q. Okay. And you said that your training kicked in, in terms of
5 it made you feel prepared for this event, but then your instincts
6 in terms of -- and then you brought up that it was sort of
7 frustrating in terms of the communication from the flight deck.
8 Could you explain to us what you would have expected the pilots,
9 in terms of their communication, that apparently didn't happen?

10 A. Sure. Obviously, I know that this was right after 10,000
11 feet so it was still kind of at that time where, you know, it all
12 happened so fast, we didn't have a lot of time just to get back on
13 the ground and so I know they were busy trying to contact air
14 traffic control, do what they could to get us down safely. Gosh,
15 I don't know. I guess like if there was -- if we had more time in
16 the flight, maybe that's something, but I know the situation was
17 different.

18 Q. So are you saying that because of the magnitude or the
19 situation that the communication was different because of that, or
20 just in general there should have been more communication?

21 A. I think just generally there should have been more
22 communication --

23 Q. Okay.

24 A. -- just in some way.

25 Q. And then how do you think that communication would have

1 helped with this type of event?

2 A. I think knowing exactly, like what exactly happened probably
3 would have helped, but I know just with what happened, we just all
4 did what we were trained to do.

5 DR. SEVILLIAN: Thanks, I appreciate it. That's all the
6 questions I had.

7 BY MS. JARRETT:

8 Q. I just have one last question about the lighting, when the
9 light -- cabin lights went to bright, did they stay at bright?

10 A. They did.

11 Q. They did, okay. And then you adjusted them?

12 A. I did. When I knew that we were landing, I adjusted them
13 back to takeoff/landing.

14 MS. JARRETT: Okay, thank you.

15 BY MR. VINCENT:

16 Q. Steve with one last question. When you were with Horizon,
17 did you have the 175s when you flew?

18 A. We did.

19 Q. I noticed, when I came over here to be with you guys, they
20 had a little yellow light that came on in the master panel, the
21 lighting (ph.) panel --

22 A. That was the sterile.

23 Q. The sterile.

24 A. Yeah.

25 Q. And I noticed they turned it off and turned it back on.

1 A. They did.

2 Q. Is that a kind of signal -- you mentioned you'd like to have
3 had some signal from the pilots just to know that they were alive,
4 you know, if it had --

5 A. Sure.

6 Q. -- gone off at 10,000 and came back on with the -- that cue
7 would have been something -- would that --

8 A. Sure, whether it be just like a flash on the seatbelt sign
9 several times or yeah, just any kind of indication from the front
10 that we knew they were okay, they're alive and they have control
11 of the plane.

12 MR. VINCENT: Okay, that's really good advice.

13 [REDACTED] Yeah.

14 BY MR. HOWELL:

15 Q. Yeah it's Kaliko with Alaska. It kind of is similar. At any
16 point, did they cycle to 10,000 again, because we had the first
17 cycle for making --

18 A. I don't think they did.

19 MR. WALLACE: Okay, perfect. Thank you.

20 [REDACTED] Yeah.

21 BY MR. BEUKER:

22 Q. Giff Beuker with FAA again. Two things, and part of this is
23 me not knowing your specific systems, but you got the flight
24 attendant control panel just behind you on the jump seat, do you
25 get any sort of messages or indications when a decompression has

1 occurred because you've got the lights on, the PA, but is there
2 any messaging?

3 A. No. The only automatic indication from the airplane that we
4 have decompression is the masks drop, the lights automatically
5 turn to bright, and then you have the English and Spanish
6 announcement saying don your masks.

7 Q. Okay.

8 A. That's all we got.

9 Q. And a second question that -- we've kind of talked about it
10 and so I might be redundant here, but the other -- could you kind
11 of describe the -- from the point of the bang to the point where
12 you're landing, can you describe the sound environment? I don't
13 know how else to put it, I mean, I know initially it was loud,
14 but kind of walk us through, is this roaring, is it -- how would
15 you describe the environment? Everyone said it was very noisy,
16 but --

17 A. Yeah.

18 Q. -- what was it like?

19 A. So I didn't experience what it was like in the back at all,
20 so I can't tell what they say, but from what I heard up in the
21 front, it was just -- it was a very, very loud bang and then it
22 was just like a whoosh of air and just everything just going back
23 towards the back.

24 Q. And so that -- once that's occurred, it's hard to hear, is it
25 hard to hear because there's this -- it sounds like there's a hair

1 dryer going or there's wind roaring or --

2 A. It's just wind roaring.

3 Q. Okay. And did you notice any environmental effects, dust,
4 haze, fog, debris?

5 A. Up in the front I didn't, but it sounds like in the back they
6 did experience a little bit of that. There was a little bit of a
7 scorching smell, which I'm assuming was from the masks and the
8 oxygen generators, so there was a very faint, very faint smell of
9 that.

10 Q. No other smells or feels, anything that stood out to you?

11 A. Not that I can recall.

12 MR. BEUKER: Okay, thank you.

13 MR. FEDOK: All right, I think that just about does it.

14 Again, I'd like to offer you, [REDACTED] the opportunity, I think you
15 gave some very good ideas. If there's any other suggestions or
16 questions you have, anything about the process or with your
17 employment there, anything we can offer to answer for you, we can
18 try at this point.

19 [REDACTED] Okay. So I know right now the Max's are
20 grounded, is that -- that's -- is it industry-wide, is that
21 countrywide, what's the status with that?

22 MR. FEDOK: Actually, that's an FAA regulatory question, an
23 airline question, so we're just focused on this event and trying
24 to figure out what happened here.

25 [REDACTED] Okay.

1 MR. FEDOK: So those things are kind of external to us and I
2 don't have a good answer for you on that one right now.

3 [REDACTED] Okay. And also, just from my personal
4 standpoint and just knowing that was a 10-week-old airplane, right
5 now I do not feel safe getting on the Max, so I know when this is
6 all said and done and the -- when this is all said and done,
7 investigations are over, so how can we know this is not going to
8 happen again and this is safe, because that should not have
9 happened.

10 MR. FEDOK: Yeah, that's -- you hit the nail on the head,
11 that's the whole purpose of us here, we're going to go through
12 everything that we can on the aircraft, the procedures, the
13 policies, the manufacturing, the airline, everything we can do to
14 determine exactly what happened so that it doesn't happen again.
15 And sometimes those are not easy answers and it takes some time,
16 but we will get there and we -- that's our sole goal.

17 [REDACTED] Okay.

18 MR. FEDOK: So thank you very much for your time, [REDACTED] I
19 appreciate it, I'm going to let you get on with the rest of your
20 day, but we certainly appreciate all the information you gave us
21 today, thank you so very much.

22 [REDACTED] Thank you very much.

23 MR. FEDOK: Yes, sir. Have a good day. Thank you, ma'am,
24 very much for supporting him.

25 DR. SEVILLIAN: Signing off, 10:10 a.m. Pacific time.

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

(Whereupon, at 10:10 a.m., the interview concluded.)

CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: ALASKA AIRLINES BOEING 737-9 MAX
IN-FLIGHT STRUCTURE FAILURE
NEAR PORTLAND, OREGON
ON JANUARY 5, 2024
Interview of [REDACTED]

ACCIDENT NO.: DCA24MA063

PLACE: Portland, Oregon

DATE: January 8, 2024

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

[REDACTED]

Karen D. Martini
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

*

ALASKA AIRLINES BOEING 737-9 *

MAX IN-FLIGHT STRUCTURE * Accident No.: DCA24MA063

FAILURE NEAR PORTLAND, OREGON *

ON JANUARY 5, 2024 *

*

* * * * *

Interview of: [REDACTED] Flight Attendant
Alaska Airlines

Portland, Oregon

Sunday,
January 7, 2024

APPEARANCES:

JASON FEDOK, Lead Survival Factors Investigator
National Transportation Safety Board

DUJUAN SEVILLIAN, Ph.D., Human Performance Investigator
National Transportation Safety Board

GERI JARRETT, Director, In-Flight Safety and Compliance
Alaska Airlines

KALIKO HOWELL, Manager, Policy and Procedure for
In-Flight
Alaska Airlines

BRUCE WALLACE, Associate Technical Fellow
The Boeing Company

STEVE VINCENT
Association of Flight Attendants

GIFFORD BEUKER, Aviation Safety
Federal Aviation Administration

CONTESA DIAZ-NICOLAIDIS
Association of Flight Attendants
On behalf of [REDACTED]

I N D E X

<u>ITEM</u>	<u>PAGE</u>
Interview of [REDACTED]	
By Mr. Fedok	9
By Dr. Sevillian	49
By Ms. Jarrett	54
By Mr. Howell	56
By Mr. Wallace	57
By Mr. Vincent	61
By Mr. Beuker	63
By Mr. Fedok	68
By Mr. Vincent	73

I N T E R V I E W

(2:29 p.m.)

1
2
3 MR. FEDOK: The NTSB is a safety organization, we have no
4 regulatory authority, we're not interested in employee figures or
5 getting anybody in trouble, we just want to find out what happens
6 in these events so that we can make safety changes. So the best
7 way to do that is to hear from the people who actually experienced
8 the event, the flight crew, the cabin crew, the passengers,
9 everybody who's associated with it, we try to talk to them all and
10 get their different perspectives and then try to figure out what
11 safety issues there are and what solutions there are. So that's
12 what we're here for.

13 We have something called the party system, which is a group
14 of people here surrounding the table who bring different
15 perspectives to the accident investigation, we have different
16 organizations, Boeing, FAA, Alaska Airlines, the union, are all
17 present to help us get those different perspectives for the NTSB
18 because we can't be experts in everything, right? We know enough
19 to know about the basics of aviation, but the details of what your
20 training is or what the procedures are, your policies and all
21 those things are hidden within these organizations. So having
22 them with us helps us get it right and helps us get all the
23 information we need quickly so we can make changes. So again, my
24 name is Jason Fedok, I'm the group chairman for the survival
25 factors group for this event. We'll be talking to your

1 colleagues, we just talked to [REDACTED] we'll be talking to all
2 four of you over the next day or so to get all of those different
3 perspectives. I know you've had a chance to be debriefed by the
4 company yesterday, but this is the official --

5 (Noise interference.)

6 MR. FEDOK: -- the federal investigation that's going on, on
7 the event. So we're the folks who are going to determine the
8 probable cause of the event and then make safety recommendations
9 to prevent it from happening again.

10 I'm going to let everyone go around the room and introduce
11 themselves briefly so you'll understand the -- everyone's role in
12 the room. Go ahead, I'll start with Dujuan from the NTSB.

13 DR. SEVILLIAN: Yes, Dujuan Sevillian, I'm a senior human
14 performance investigator, so I focus on human factors and
15 survivability.

16 MS. JARRETT: Hi. Geri Jarrett, Director of In-Flight Safety
17 and Compliance at Alaska.

18 MR. HOWELL: Good afternoon. Kaliko Howell, Manager of
19 Policy and Procedure for In-Flight, Alaska.

20 MR. WALLACE: Bruce Wallace, I'm with Boeing. I'm in the
21 interior engineering as well as the cabin safety portion of our
22 group and I really appreciate you being here and the job you do as
23 a flight attendant, so I'm glad you're here giving us information.

24 MR. VINCENT: Steve Vincent, I'm with the Association of
25 Flight Attendants and represent the largest union of flight

1 attendants, and we're here to learn as best as we can because so
2 many of our other members fly Maxs.

3 MS. DIAZ-NICOLAIDIS: My name is Contesa Diaz-Nicolaidis, I
4 am a flight attendant, but I'm here -- also, I'm the local
5 executive chair of the employee assistance program for AFA-CWA,
6 I'm here as [REDACTED] support person.

7 [REDACTED] Great.

8 MR. BEUKER: And Giff Beuker, I'm with the FAA. I started
9 about four years ago, I was a flight attendant and I also did
10 flight attendant training and flight attendant policy. Hopefully,
11 we'll still remember enough from the job to understand what we're
12 talking about here and very, very excited to have this
13 conversation, this is so important for all of the industry to
14 learn what actually works, what actually doesn't, and what are the
15 variables that we didn't think about, and you guys are the source.
16 It just makes you rock stars to come here and talk to us, and so I
17 appreciate your time.

18 [REDACTED]: Thank you. And I just want to add that in
19 addition to being one of the working crew members, I'm also the
20 elected local executive council president for the Association of
21 Flight Attendants, Council 39 in Portland. I represent 754 flight
22 attendants in my base and I'm thankful for this opportunity to
23 speak to potentially make things safer for my members, as well.

24 MR. FEDOK: Great. Thank you very much, [REDACTED], and thanks,
25 everyone, for introducing themselves. Giving a little bit of

1 logistics of what we're doing here, so most of them got in late
2 last night and we spent the morning, then in person, me virtually
3 on the airplane, looking at the airplane, looking at the equipment
4 you guys used, all those sorts of things and now the part of the
5 investigation where we get to talk to the people and start putting
6 the pieces together.

7 So what we're going to do here is talk to you and the
8 interview is being recorded. Dujuan has one there, I have one
9 here for redundancy's sake. But so what we're going to do is
10 we're going to create a transcript, we're going to send off the
11 audio recording to a transcription company so that we can make
12 sure everything is accurate as possible. Then that transcription
13 will be reviewed by the group members for accuracy and eventually
14 placed as an attachment in our public docket for the accident, so
15 it is something that will be a public record eventually, you know,
16 when our docket opens a year or so from now. Do you understand
17 that?

18 [REDACTED]: Yeah.

19 MR. FEDOK: Okay. So what we're going to do is when we
20 gather this information from you, we're also going to write what's
21 known as a factual report and as the group chairman, it's my role
22 to lead the effort into writing the factual report. That report
23 will contain all of the information collected on scene, the
24 documentation of the airplane, the interviews that we do,
25 passenger interviews, anything that's germane to the survival

1 aspect of this accident, and that will also be in the public
2 docket, eventually, a document that will be released on our public
3 docket. And then we will release a final report which includes
4 all the important safety issues, safety recommendations, probable
5 cause and again, you're looking at a year to probably 18 months
6 for that ultimately to come out. Do you have any questions about
7 all the process and how this all works?

8 [REDACTED]: No, thank you.

9 MR. FEDOK: Okay.

10 (Crosstalk)

11 [REDACTED] I do want to point out, I just want to point
12 out, on the top of my video screen, it says Alaska 1289
13 interviews, we were flight 1282.

14 MS. JARRETT: Eighty-two, okay. My mistake. Sorry. My fast
15 typing --

16 (Laughter.)

17 DR. SEVILLIAN: And Jason might have already said this, but
18 if at any time you want to take a break, go ahead and take it, we
19 can stop any time.

20 [REDACTED]: Okay, thank you.

21 MR. FEDOK: Yes. Yeah, we understand you guys have been
22 through a lot the last few days, debriefings, you probably haven't
23 slept a lot, so if you want to take a break, we're certainly all
24 for that. I want to make sure I get the most important thing
25 correct, which is the spelling of your name. If you wouldn't mind

1 stating and spelling your name for the record, I'd appreciate it.

2 [REDACTED] Yes. [REDACTED] Last name [REDACTED],
3 [REDACTED] like [REDACTED].

4 MR. FEDOK: And [REDACTED], I know she introduced herself already,
5 but just for the record, can your representative that you've
6 brought in the room, can she also spell her name for us?

7 MS. DIAZ-NICOLAIDIS: First name Contesa, C-o-n-t-e-s-a.
8 Last name Diaz, D-i-a-z hyphen N-i -- sorry, it's long -- hyphen
9 N-i-c-o-l-a-i-d-i-s.

10 MR. FEDOK: Thank you very much, I appreciate that.

11 INTERVIEW OF [REDACTED]

12 BY MR. FEDOK:

13 Q. So [REDACTED], the best way that I have found over the years of my
14 doing this is, to get best information, is for us to be quiet and
15 for you to talk. So this is the best time for -- I'd like you to
16 walk through this day for me and you can start with the time you
17 woke up that morning, anything you can remember about your day
18 that was significant, arriving at the airport or arriving at the
19 gate or in the airplane, briefings, taxiing, takeoff, through the
20 whole flight, getting down to when you got off the aircraft.

21 And I'm going to try to -- I've got to keep myself on mute,
22 I'm listening and I'm jotting notes down, as everyone else will
23 be, but I'm not going to try to interrupt you at that point and
24 let you go through the entire day. At that point I'm going to go
25 back through it with you and probe into some areas of questions,

1 ask for some additional details, you may remember a few more
2 things as we go through, and then we'll go around the room and ask
3 -- let each person ask questions individually, and at that point
4 we'll let you go and get back to your day. So in as much detail
5 as you can and you feel like you want to, start me with the
6 morning, you woke up on Friday and take us through it and I'll be
7 quiet.

8 A. Okay. The day was routine, as I remember. I'm not entirely
9 sure what time I woke up. I have been getting over a cold that
10 hit me right at about Christmas, right after Christmas, and of
11 course, you know, you immediately do a COVID test at home because
12 you're worried that you got COVID, but it was negative so it was
13 just a regular cold. But I did fly on January 1st, on New Year's
14 Day I did a Palm Springs turn, so we just flew there and back on
15 January 1st and I was fine, no issues. I had been taking just
16 your typical, like, cold medicine. Like, I use Alka-Seltzer Plus
17 cold medicine at nighttime just to be able to sleep and not cough
18 if I'm trying to get over a cold.

19 So I believe the evening before this flight, Flight 1282, I
20 had taken some kind of cold medicine, [REDACTED]
21 [REDACTED]
22 [REDACTED] so I woke up and
23 had an ordinary day. [REDACTED]
24 [REDACTED] This report time was 3:30
25 or 3:40 in the afternoon, I believe, and so at some point, roughly

1 an hour before report time, I got in my car and drove to the
2 airport. I did notice, when I was driving across the I-205 bridge
3 coming from -- I live in Vancouver, Washington, so I was driving
4 across the I-205 bridge coming into Oregon, that it was very
5 windy, the wind was moving my car around pretty significantly on
6 the bridge. So I remember making a mental note of that, that I
7 wanted to make sure that I had a solid briefing with the pilots to
8 know what our turbulence situation might be.

9 Also, the flight on the 1st had been extremely turbulent,
10 both directions. I would classify the return flight as severe
11 turbulence for a short period of time coming out of Los Angeles,
12 so that was -- I'm sorry, Palm Springs. So the 1st was very
13 bumpy, there's been weather on the West Coast. So I made a mental
14 note of that, but I got to the airport, parked, came in, no
15 problems. We check in for our trips on an app on our company
16 issued in-flight mobile device, no issues with that.

17 Went to the gate, got to the gate roughly two or three
18 minutes early from when we're supposed to report. Walked onto the
19 plane, greeted the crew. I believe two of them were up front when
20 I boarded the plane, I think [REDACTED] was in the back. The pilots
21 were in the flight deck, so I stuck my head into the flight deck
22 and introduced myself, shook both of their hands. I never, to the
23 best of my knowledge, have flown with them before to know them by
24 face or name, so I'm not sure where they were based. I think they
25 were Portland based. I asked the captain about turbulence and he

1 said to me that yes, it was bumpy here. I told him that I had
2 experienced a lot of wind driving across from Vancouver and he
3 said yeah, it's probably bumpy here when we take off, but he said
4 the rest of the flight should be fine. So we had our flight
5 attendant briefing with the four of us up front in the first-class
6 cabin and discussed our positions and all of the things that we do
7 when we do a flight attendant briefing. I'm assuming that's known
8 to everybody here. And there was nothing unusual about the
9 briefing, we all knew our positions and our responsibilities. We
10 all had our required equipment, we were all current, we synced our
11 devices, everybody was compliant in that regard.

12 And then boarding started. The only thing I can really
13 recall about the boarding was that we apparently had an aisle
14 chair passenger, but that was not indicated in our special service
15 requests or our SSRs on our mobile device; we have an area we can
16 go to and we can see. We knew we had some wheelchairs, we knew we
17 had four unaccompanied minors, we had four UMs.

18 The agent, when the agent came down to ask if we were ready
19 to board and do the stuff that they have to do, I believe [REDACTED]
20 our A flight attendant, asked about are they ready to board, will
21 they be first; that's common, we try to get the UMs on first
22 because we do a little briefing with them. Then I don't remember
23 what the agent's response was. I think she said three of them
24 were there, but one still hadn't gotten to the gate yet or
25 something to that effect. So we knew we had the UMs, we knew we

1 had a few wheelchairs, but we did not know we had an aisle chair
2 passenger, that was not in the SSRs. That came up later. I
3 believe I saw either a comment in the teams messaging feature of
4 the block-to-block app or somehow became aware of an aisle chair
5 and I remember talking to [REDACTED] briefly and saying did you know
6 we had an aisle chair and she said no and I said well, it's not
7 listed here anywhere in the SSRs, so that's where that
8 conversation basically ended.

9 The UMs, I remember the next thing after more or less
10 boarding had kind of started, I remember two of the unaccompanied
11 minors that were seated in the very last row, I believe they were
12 related, brothers. They came on and if I remember correctly, I
13 did the unaccompanied minor briefing with those two. One of the
14 first questions I ask with an unaccompanied minor is have you
15 flown with us before, so that I know what I'm dealing with, either
16 it's somebody brand new who has never flown before or somebody
17 that's flown, and if they say yes, we've flown before, I say you
18 know how to do your seatbelts and everything, right?

19 One of them I think was a fairly older UM, I want to say
20 maybe 15 or 16, and his younger brother was next to him, so they
21 were seated together in 32 A and B. And then our other UM, other
22 than those three, was at Row 7 and I want to say that that UM was
23 briefed by [REDACTED] I think, which would make sense because she
24 was the D and she was up front. The boarding started, I was in
25 the cabin, I don't really remember anything significant about the

1 boarding, it seemed like it was all pretty routine. There were a
2 couple of bags that were a little awkward and kind of clumsy that
3 I had to move around in the bins so that the bins could close,
4 because that's something that happens pretty regularly, is that if
5 a bag is maybe an inch or two bigger than it's supposed to be, you
6 won't get the bin closed if it's on its side, so you have to do a
7 little bit of some Tetris with the bins sometimes during boarding.

8 At some point our fourth and final UM boarded and he was with
9 [REDACTED] and she asked if she -- if she could pass him off to me,
10 but I can't remember, there was something I was involved in at the
11 moment and I asked if she could brief him, and so she said sure
12 and she took him to the last row.

13 I recall him being very small. I think he was maybe six
14 years old, six or seven, but just being very, very little and I
15 remember saying hi and, you know, he smiled and said hi to me and
16 -- and then he went with [REDACTED] back and I noticed that -- that
17 she took a demo kit out of the overhead bin in the back and gave
18 him a full-on like demo, which we wouldn't necessarily do
19 automatically for every UM, especially if they're older and they
20 have flown before and we see that they know how to do their
21 seatbelt and they know what they're doing.

22 But she did give him a full safety demo and I saw her do
23 that. Boarding continued, we were closing bins. At some point I
24 did my exit row briefing. If I remember right, the exit rows were
25 not full, there were a couple of open seats in the exit rows, but

1 I did the standard exit row briefing, everybody acknowledged me
2 verbally with a yes when I asked the question at the end of it.
3 Just your routine getting the cabin ready, making sure seat backs
4 are forward, bags are properly stowed, large electronics with
5 keyboards are stowed. I'm very thankful that we're no longer
6 required to have everybody unplug everything, just the exit rows,
7 because that always was an added element that made cabin
8 compliance a lot longer to complete, so that was nice. Lots of
9 people had stuff plugged in. Not in the exit rows.

10 And then we did our routine stuff in the back. When it was
11 time to prepare the cabin, [REDACTED] made that announcement, we locked
12 the lavs, made sure nobody was in them, the galley was completely
13 secure and ready to go. When it was time to arm the doors, we
14 armed our doors in the back, [REDACTED] and I, we cross-checked,
15 everything was routine with that. She got the phone call from
16 [REDACTED] up front. Typically, once we've cross-checked each other, I
17 just go out into the cabin and I let the C flight attendant make
18 that phone call or answer that phone, I guess I should say, and
19 that was all routine.

20 I think at some point I might've just checked in on the three
21 UMs that were in Row 32 just, you know, "You guys got everything
22 secured?" I don't remember exactly what I asked, but they were
23 fine. Again, I noticed how small the UM was in 32 C. Went up
24 front, got into our demo positions and we did the safety demo.
25 That was routine, I don't remember anything out of the ordinary

1 for that. Put the demo kit away. I think I might have gone all
2 the way up front to ask [REDACTED] if he had heard a flight time, I'm
3 not sure. At some point I became aware of what the flight time
4 would be because I think I put it into my timer on my IMD, which
5 is something I typically do just so that I'm aware of where we are
6 in the flight at any given time. Went through the cabin to do our
7 final compliance checks before we took our jump seats and nothing,
8 we didn't have any issues.

9 The plane was almost full, I was aware of that and that we
10 only had, I believe, maybe 10 or 11 open seats throughout the
11 airplane. I don't remember specifically noticing where those
12 empty seats were, I remember many of them were center seats, which
13 makes sense because, of course, nobody wants to sit in a center
14 seat, right? So I was aware that we had some open center seats
15 throughout the plane, but not necessarily where.

16 I was aware of some lap children, one in particular, because
17 I interacted with her because she was little and she was looking
18 at me and I was smiling and trying to get a smile out of her. I
19 did. And she was towards, I would say, somewhere around maybe Row
20 21 or 22 or something like that. Or maybe even further back, I'm
21 not really sure now, but I remember interacting with her, so I
22 knew we had some lap children around, but I did not see any
23 discrepancies with any full rows with more than one lap child in
24 the row. We look for that, too, when we're going through. So to
25 my belief, everything was fine in the cabin, we were secure and

1 ready for departure, no issues. We didn't have to move anybody,
2 we didn't see any violations, any car seat issues, nothing like
3 that. We took our seats, we taxied out -- well, we didn't taxi
4 right at first, we had to push back and deice or maybe we deiced
5 right at the gate before we pushed, I'm not really sure, but I was
6 aware we were told that we had to deice. I think the plane came
7 in from a transcon and the condensation on the wing for such a
8 long flight had created a little bit of some debris on the wing,
9 so we had to deice, which is not unusual even though it wasn't
10 freezing in Portland or anything.

11 So there was a little bit of some time, but I don't remember
12 any issue with that, no passenger concerns or complaints. After
13 that was complete, we started to taxi, we received our -- the PA
14 from the flight deck that the flight attendants should be seated,
15 we took our jump seats, everything was normal, there was no
16 unusual sounds or smells or anything like that. We took off, it
17 was bumpy on takeoff, but I -- it was my understanding that that's
18 what would be the case, that it would be a little bit bumpy on
19 takeoff.

20 I am not sure that I communicated that with the rest of the
21 crew or that the rest of the crew knew that. But I remember the
22 captain saying that to me and so, you know, [REDACTED] and I in the
23 back, she was obviously aware of it because it was bumpy back
24 there and affecting her. So once we got to 10,000 feet and the
25 seatbelt sign cycled for the 10,000-foot chime, she got up right

1 away just to unlock the lavatories because occasionally passengers
2 present themselves at the back of the plane, even when they're not
3 supposed to, and so better to just have at least one or two lavs
4 open for that so that you don't have to get out of your jump seat
5 if there's an emergency and somebody is getting ready to get sick
6 or whatever, so -- but we didn't have anybody come back, nobody
7 came back. She sat down and I just remember having idle chit-chat
8 with her, I don't know what we were talking about, I don't
9 remember.

10 [REDACTED]
11 [REDACTED]
12 [REDACTED] The
13 cabin heated up a little bit when we deiced, so I think they had
14 to turn everything off for a second or something, so we were a
15 little warm in the cabin. [REDACTED]

16 [REDACTED]
17 [REDACTED]
18 [REDACTED]
19 [REDACTED]
20 [REDACTED]
21 [REDACTED]
22 [REDACTED]
23 [REDACTED] And we were

24 just -- you know, having just idle chatter when the explosive
25 decompression happened. And what I remember was a very loud bang,

1 extremely loud bang, and not necessarily knowing what it was right
2 away and so feeling a little bit confused by it, but then
3 instantly, I don't know -- I mean, there was a huge rush of air, I
4 could feel something going on in my ears and my sinuses, I had
5 some sinus and ear pain, and then instantly, there was just black
6 for just a split second and then it was -- then the lights were
7 bright and then the masks came down. I heard the auto-recording
8 in English, I don't recall that I heard it in Spanish, but I
9 believe it is supposed to be.

10 But for just a second, and I don't know if the lighting first
11 has to cycle from the takeoff/landing setting to dark first and
12 then go to bright or if I lost consciousness for a split second or
13 if the pressure affected my eyeballs, I don't know, but it was a
14 split second and then I was aware of the masks and I pulled the
15 mask down and put it on, and so did [REDACTED] and then we both
16 immediately knew what was happening because we knew from our
17 training that this was likely some type of depressurization.

18 We did not know exactly what had happened, of course, because
19 from where we're sitting you can't see the cabin. Our jump seat
20 assignments are outboard. I don't like that, I'll be honest. You
21 can't see in the cabin when you're sitting outboard. There is a
22 small convex mirror that's mounted on most of our airplanes, but
23 not all of them, and from the outboard jump seat you can't see the
24 cabin. I would've preferred if we could have sat inboard and seen
25 the cabin better, either by the convex mirror or by literally

1 twisting around our bodies and looking down the cabin, but we
2 weren't able to do that. We know from our training that we're
3 supposed to secure ourselves, don a mask, and wait for instruction
4 and expect an immediate descent. We did all of those things, but
5 we did not feel or intuit any descent. We also didn't receive a
6 call from anybody. So the two of us trying to talk through our
7 oxygen masks in the back are trying to work through what do we do.
8 Within -- I mean, it seems like this is forever, but I know the
9 entire flight time was only something like 20 or 30 minutes, but
10 every second feels like an hour. At some point I became aware of
11 our little, tiny UM.

12 (Pause.)

13 DR. SEVILLIAN: Take the time you need. If you want to take
14 a break, we can take a break.

15 MR. FEDOK: Yeah, you're doing great, [REDACTED]. Take your time,
16 we're fine, we can wait all day.

17 (Pause.)

18 [REDACTED]: All I could think about was that he was so small
19 and I didn't think he was going to be able to reach the mask and
20 he was traveling alone, he was with the other two UMs but he
21 wasn't related to them, and so I didn't know that they would be
22 taking care of him. I didn't know that the passenger directly
23 across the aisle would've necessarily done anything. Nobody has
24 that obligation. We do, it's our responsibility, and all I could
25 think of was that he was sitting there and he was too small to

1 reach the mask and was probably really scared. And so I said to
2 [REDACTED] I said what about our little UM, what about -- I wasn't
3 worried about the two older ones, I felt like they were fine, but
4 I was really worried about our little one and I said what do we
5 do, you know, is it safe for us to get up. The plane doesn't seem
6 to be descending rapidly, it doesn't feel like there's anything
7 unstable, what are we supposed to do. And either she did or I
8 called and I think -- I think it was her. I said, I think I told
9 her, I said call the flight deck, and at this point I'm still in
10 my official jump seat, but I'm really craning to try to see and
11 not feeling very comfortable about unfastening my harness, I
12 didn't know what was coming next.

13 So I believe she called first, and it was extremely loud,
14 there was a lot of noise and we didn't know at this point that
15 there was this big hole in the plane. It was just extremely loud,
16 rushing air. I'm remembering particles in the air floating
17 around, little, tiny pieces, almost like it was snowing or
18 something.

19 And I don't -- I can't remember if she actually established
20 contact with the pilots or if she was talking to [REDACTED] but it
21 seemed like she was talking but I can't remember the words, it was
22 so loud, it was so loud. So at some point, because we weren't
23 getting any direction and the plane seemed stable, she got up, I
24 think she got up first out of her jump seat and was going to go
25 and look and see if he was okay and check on him, and she left the

1 back with -- I think she was going to try to get an oxygen mask
2 from Row -- it would be Row 34, I believe, that's the last row on
3 aircraft right, because there should be an extra oxygen mask for
4 crew, but she had some problem with it and I think she couldn't
5 get it and I think she went to the next row, but she eventually
6 was able to get to the UM in 32 Charlie and she reported that he
7 had his mask on but it was big because he was so little and so she
8 said it was just kind of like it went around his whole head or the
9 whole front of his face or something like that and he didn't have
10 the strap on, you know, the elastic strap, so she put that on him
11 and tied it and made sure that the three of them were okay.

12 So she came back. I think I was on the interphone at one
13 point with [REDACTED] but I can't -- you know, I don't remember what
14 was discussed. I'm hoping that's all on a recording somewhere, I
15 don't know if the interphone's conversations are recorded or not,
16 but hopefully -- okay.

17 So I'm not sure of the chronology of stuff, really, but there
18 was some -- we were on the interphone, I think we were reporting
19 what was happening in the back. At this point we still did not
20 know about this hole in the plane. So I felt like, at one point,
21 that I could not have the mask on, that I could go to get a
22 portable oxygen bottle and do the next thing that we're supposed
23 to do, which is to check on people. I want to say that [REDACTED]
24 checked the lavatories to make sure there was no one in there.
25 For me to get to a mobility POB was several steps because those

1 are stored in an overhead bin on aircraft left on the exact
2 opposite side of the lavatories from my jump seat, so I did not
3 have an oxygen mask on for maybe, you know, 15 or 20 seconds to
4 pull the POB out of the bin and come back, and while I was in the
5 back putting -- trying to take apart the mask that's attached to
6 the POB, I remember [REDACTED] saying put on that other mask for now
7 or whatever because I was trying to get the POB together, but she
8 had the presence of mind to say grab that other mask that's
9 hanging there and put that on while you're doing that.

10 So I did that and then fumbled around with the POB and the
11 mask, got that on. I wear glasses, so the elastic strap was
12 getting caught up in my glasses and my glasses were all up on the
13 top of my head and stuff like that, but I got it figured out
14 eventually and went out into the cabin. And then I think -- I
15 don't remember -- I think she might have been on the interphone,
16 still trying to like communicate, and I remember going out into
17 the cabin and that's where I first noticed the hole and in that
18 instant, I saw five open passenger seats right by the hole.

19 I do want to back up real quick because I -- I had another
20 memory. While we were seated at one point, and I can't remember
21 exactly when this was, I do remember hearing some kerfuffle going
22 on in the cabin and I remember looking and I saw a teenage boy
23 without a shirt on and his skin was very red and I later found out
24 that he was in seat 25 A, so he was in the window seat that was
25 directly in front of the hole. And I saw something that looked

1 like he was being grabbed by somebody and pulled over to the other
2 side of the plane. And all I remember saying was okay, but he's
3 sitting down now, like we were -- there were several people that
4 we shouted at to sit down and put their seatbelts on. So there
5 was some kind of something happening. So at the point where I
6 first saw the hole, I saw five empty seats. I saw 26 A and B
7 empty and I saw 25 A, B, and C empty, and in that moment I thought
8 we lost -- I was certain that we had lost people because we were
9 full except for a few open seats and I did not recall that 26 A
10 and B had not been occupied.

11 So I was absolutely certain that we had lost people out of
12 the hole and that we had casualties. And so instead of like
13 continuing to just go through the cabin and check on people, I
14 felt like that needed to be communicated, that people needed to
15 know that there was a hole in the plane and that I felt like we
16 probably had lost passengers.

17 So I remember going back to the back to the interphone and
18 picking it up and I think I pressed every single button on that
19 phone, I don't know what I pushed, I'm sure I pushed two and five
20 and probably everything else. And I don't know who was on the
21 line listening to me, but I remember shouting into the phone
22 because the wind was so loud, I said there is a hole in the plane,
23 in the back of the plane and I'm sure we've lost passengers or
24 something like that. I'm pretty sure we've lost passengers or
25 there were -- are injuries or something. And then I do recall

1 going back out and I still had the POB. I'm not really sure when
2 it happened, I think it -- I think it might've happened later when
3 we realized it was safe to be moving around without oxygen, that I
4 had a conversation with two gentlemen that were seated right
5 behind the hole in 27 A and B and I said was anybody sitting here,
6 were there any people in any of these seats and they both said no.
7 And of course, I was hugely relieved at that point. But the
8 gentleman in 26 A was injured, so he had a pretty big knot on the
9 top of his shin, probably about six to eight inches up from his
10 foot, it could've been a break, easily.

11 Either he or his traveling companion said something, motioned
12 down to the floor and said something about something hitting his
13 leg and that's when I noticed that the floor was somewhat
14 disrupted and that the seat wasn't in its correct, like, attitude
15 at all and then I started to take in some other things and
16 realized oh, the whole tray table is gone and the metal supports
17 that attach the tray table to the seat frame were gone.

18 And then I saw that the whole seat, everything, the leather
19 cover, all of the stuffing, you know, the upholstery, the
20 headrest, all of it was missing and the whole seat seemed
21 completely disrupted. There was a gentleman in 26 C and we, of
22 course, checked on him. We didn't have anywhere to quickly move
23 him to, so the row of seats didn't seem to be, you know, like
24 unstable or getting ready to fall apart or anything like that, so
25 we left him there. I don't know if that was the right thing to do

1 or not. He wasn't especially communicative. I think he might
2 have been in negative panic, honestly, this thing happened to him
3 two seats away, but he was -- he had his seatbelt fastened, we
4 made sure of that. We asked if he was okay, he didn't seem to
5 have any injuries. Then I noticed Row 25 a little bit more
6 closely and that 25 A, the window seat where that teenage boy had
7 been sitting looked somewhat disrupted as well, or at least just
8 reclined or something, but that something didn't look normal
9 there, something looked bent to twisted or something.

10 So then we started to realize there could be injuries because
11 we knew of one. The boy who actually did move from that seat held
12 up his forearm and he had injuries on his forearm. I don't know
13 if it was his left or his right, I think it was his left and he
14 showed us, but it wasn't -- it was not severe looking, but you
15 could see definite, like, abrasion marks. So I don't know if he
16 was -- got hit by something flying past him to the hole or what
17 happened, but he had an injury on his arm, but it just wasn't
18 severe.

19 It wasn't bleeding profusely or there was -- you could see
20 some blood, but it wasn't like actively bleeding. So we knew we
21 had some injuries and so I think that was the next thing that we
22 wanted to make sure that was communicated, was that we had some
23 injuries on board. And I don't know that that was ever heard.
24 The rest of the flight, obviously, they were -- you know, we were
25 coming back to land. Everybody seemed really calm in the back of

1 the plane. I mean, if you were not near the hole, you might not
2 have really known what was really going on, right? Nobody got up.
3 Well, there were a couple of people that were getting up out of
4 their seats, we were telling them to sit back down. There were a
5 couple of call lights that went off that were far forward, that
6 neither [REDACTED] or I went to or anything like that. I think
7 [REDACTED] might have responded to those. Or [REDACTED] maybe. But our
8 only real communication that we were able to get from the flight
9 deck, but I'm thankful for it, is that we were to remain seated,
10 that was early on, and that we were turning back.

11 I believe the captain is whose voice it was that said stay
12 seated, that was early on in all of it, when we did hear something
13 from the flight deck. And then I believe it was the first officer
14 who communicated to us that we were turning back. So the rest of
15 the flight we were back in our jump seat. There wasn't a
16 realization that we should have any kind of cabin preparation or
17 evacuation until fairly close to landing, when [REDACTED] and I
18 started talking about it.

19 And we were like well, what are we -- are we supposed to be
20 doing the cabin preparation for an emergency landing or whatever
21 and I said well, we haven't heard anything. I think we called up
22 front, I think we called and asked and [REDACTED] said let me call the
23 guys or -- you know, let me call the flight deck and -- but I
24 don't remember hearing anything about it, I don't remember hearing
25 yes, you should do a cabin preparation. I mean, I know we were

1 really close to landing, we wouldn't have had time, probably, to
2 do even a short-notice cabin preparation, I don't think, at that
3 point. I think we were too close to landing. But [REDACTED] and I
4 discussed what do we do if we have something go south. At that
5 point we both became aware that it was really hot in the cabin,
6 the cabin temperature was very, very high and we didn't know why,
7 so we were concerned that maybe there was a fire somewhere. So we
8 -- you know, we were -- I can't remember if we decided to take our
9 inboard jump seats or not, but I remember looking into the cabin,
10 there was nothing happening out there, there was no flames or
11 smoke.

12 So I don't think we have a fire, at least not on the
13 passenger deck. So we talked about what we would do if we had
14 something happen on landing, so we discussed between the two of
15 us, after we open our doors in emergency mode, after we do the
16 whole slides and everything, you call the flight deck and tell
17 them we're initiating an evacuation so that they know if you can.

18 So this was if we felt like we had to, I just want to
19 clarify, we weren't going to do this automatically, we were like
20 if we know that we need to, we know that we're empowered to
21 initiate an evacuation if we have to. So we talked about it and I
22 said I'll make sure this door gets opened and make sure the slide
23 deploys and all of that, and you do that door and then I will go
24 out into the cabin, as the aft cabin director, and I will try to
25 do whatever it is I can do in the cabin and you will make the call

1 and let the pilots know that we have initiated an evacuation. And
2 that wasn't necessary, of course. And then I just remember slowly
3 taxiing in. There was applause from the passengers in the cabin
4 when we landed. I did hear that. I think everybody, you know,
5 kind of had a little sigh of relief there once the plane landed
6 and we were obviously safe. There was a lot of emergency
7 equipment all around, of course. And we had a normal deplaning.
8 Because we had injuries, we did ask, [REDACTED] asked everybody to stay
9 seated until we got to the gate so that we could have the fire
10 department and the medics come on board to tend to the -- the two
11 that we knew that we had in the back, because they were all the
12 way back there with us.

13 So the fire department came on board, I think they took the
14 two gentlemen that were in 27 A and B off, if I remember right,
15 and then I think they took the boy that lost his shirt out the
16 hole, I think they took him and his -- he had some family members
17 that was traveling with him and I think they took him, if I
18 remember right.

19 And then they needed to come -- they needed to do like a
20 passenger count, to come on board and just make sure that
21 everybody, you know, was on board still and -- and then everybody
22 deplaned, we stayed on board the plane for quite a while with a
23 bunch of maintenance people and our in-flight management was
24 there. I do want to back up a little bit just to say that I --
25 once we realized what we fully had and that there wasn't any,

1 like, injuries to attend to or anything, we were basically
2 sitting, I was making an attempt to communicate with our in-flight
3 supervisor in Portland with my personal cell phone, trying to call
4 her and I could not get through. I made about four phone calls,
5 even though my phone said we had service, I thought we were low
6 enough that it would work, but she answered at one point, but then
7 she couldn't hear me and then the call dropped. So then I
8 switched to our mobile device and I was going to send a message
9 through our teams messaging app, the block-to-block app, because I
10 knew that the app, with a recent enhancement, that the teams
11 messaging continued even after departure, so I knew that the
12 supervisors would monitor that.

13 So I messaged -- I wanted Anu to know that this was an
14 explosive decompression with damage to the plane and injuries
15 because I know that the information that comes to in-flight is
16 woefully insufficient sometimes, it will say generic things and
17 it's much worse and I wanted her to come back to meet the plane.

18 I didn't want her to think oh, well, it's just a minor thing
19 and maintenance is on it, I wanted her to know. So I did make
20 several attempts with my personal phone to call her and then I
21 messaged her and I handed my personal phone to [REDACTED] so that
22 she could try with her phone, so that she could see Anu's phone
23 number so that she could try to call, because I wanted to make
24 sure that Anu and in-flight management knew what was going on and
25 had more information than they were likely going to get through

1 the Everbridge alert which, in hindsight, because I'm an AFA
2 officer, I also got that alert and I looked at the initial alert
3 and all it said was there is a pressurization issue, that's all it
4 said. So I'm glad was able to communicate the information to Anu.
5 Then going back to once everybody was off the plane, the crew
6 stayed on the plane for a long time, I think we were on the plane
7 for a couple of hours. Contesa and two of our other EAP reps were
8 there. As part of the EAP response, they were on the plane with
9 us.

10 We all talked and I think all of us were probably in somewhat
11 of a state of shock, but we talked about things, but there were
12 some things I didn't even know about until yesterday when we had
13 our operational safety debrief, I didn't know what the flight
14 attendants up front went through, it was a very different
15 experience for them.

16 There was an arrangement made for people who wanted to be
17 taken by a van from the ramp to the employee parking lot so that
18 they didn't have to go through the airport. So that happened. I
19 walked off the plane with Contesa and -- oh, our base manager,
20 Kristie Stafford, came. Two of the four supervisors assigned to
21 the Portland base were also there, including Anu, who was working,
22 and then another supervisor came in and then Kristie came in.
23 That's all I really remember. I didn't sleep very well that
24 night, so yesterday at the operational debrief I was pretty tired,
25 but I had my coffee and I was okay.

1 UNIDENTIFIED SPEAKER: Thank you for all of that.

2 BY MR. FEDOK:

3 Q. Yeah, thanks, [REDACTED]. That was outstanding. The amount of
4 recall you just had and the ability to transmit that to us in a
5 cogent fashion was outstanding, so thank you very, very much. I'm
6 going to run back through it with you. I'm not going to go into
7 every detail. Again, we're going to have this transcribed, so I'm
8 not going to hit every high point, but I do want to have some
9 follow-ups here. I thought I missed your employment history.

10 A. Oh.

11 Q. How long have you been with Alaska?

12 A. So actually, April of this year, so 20 -- let's see, 2004, so
13 20 years ago I was hired by Horizon Air, so I was trained in this
14 very building as a flight attendant, that was April of 2004, and
15 then in July of 2005 I came over to the Alaska side, in-flight, so
16 I was a flight attendant at both Horizon and Alaska. I have not
17 held any other positions at either company.

18 Q. Okay. And up to the day prior to this event, you mentioned
19 you flew on January 1st, have you flown since January 1st, prior
20 to this flight, or was this your first flight after that day, can
21 you recall?

22 A. This flight was the third so no, I didn't fly on the 2nd, so
23 I flew -- so ironically, I chose to fly odd-numbered days this
24 week, so I was going to fly 1, 3, 5, and 7, so I was going to do
25 today, I was supposed to actually be on the exact same flight

1 today to Ontario, so 1, 3, 5 and 7, so no flying on 2, 4, and 6.
2 Strange how that works.

3 Q. Very good. You said you had been not feeling well since
4 Christmas. Do you remember your sleeping the night before this
5 event, did you get a good night's sleep, do you recall?

6 A. Yeah, I recall being well rested for this flight and the 1st.
7 I remember, on the 1st, I -- at some point during the flight, I
8 had some weird little tickle in my throat and I took a little
9 cough drop to kind of calm that down, but -- but I was in good
10 health and was well rested for the 1st and the 3rd.

11 Q. Okay. And you live, you said, up in Vancouver, so you said
12 it's an hour drive to the airport?

13 A. No, it's only about 15 minutes from where I live in
14 Vancouver. Vancouver is -- when you cross over the border into
15 Washington, you're in Vancouver. So it's --

16 Q. Okay.

17 A. -- right there as soon as you cross over the river.

18 Q. You had a 3:30 or 3:40 report time and you had -- you left up
19 an hour before that, is that right?

20 A. Roughly, yeah, I left -- I usually try to leave my apartment
21 somewhere between 60 and 45 minutes before my report time, because
22 it only takes me --

23 Q. Okay.

24 A. -- 15 minutes to get to the airport.

25 Q. Got it. Okay. And I noted you checking in, got on the

1 airplane and you mentioned two of the crew members and both flight
2 crew members were already on the airplane, is that right?

3 A. Yes. And I think [REDACTED] our fourth flight attendant, was
4 all the way in the back of the plane when I boarded. I think she
5 was -- had gotten there. I think I was the last crew member to
6 arrive, if I remember, but I'm not positive.

7 Q. Okay. Okay, that's fine. You had a brief conversation with
8 the pilots in the flight deck when you introduced yourself. Was
9 that your briefing with them or was there a separate briefing of
10 any kind?

11 A. There may have been a briefing --

12 (Crosstalk)

13 [REDACTED] There may have been a briefing with the two
14 pilots or the captain or one of the pilots with [REDACTED] --

15 MR. FEDOK: Okay.

16 [REDACTED]: -- because that's --

17 MR. FEDOK: So you weren't present.

18 [REDACTED] -- common, but I was not present for that.

19 BY MR. FEDOK:

20 Q. Got it. And you mentioned you did have the normal flight
21 attendant briefing, nothing was unusual about that, correct?

22 A. Correct.

23 Q. Okay. Let's see. Boarding started and you were positioned
24 in the back of the aircraft when boarding, is that right?

25 A. The B flight attendant tends to be out in the cabin

1 somewhere, as long as it's possible to be, in a full airplane. So
2 the B position flight attendant can be anywhere from Row 6 aft, so
3 I typically am somewhere between the back of the plane and the
4 exit rows, paying attention to the bins. You ultimately wind up
5 getting pushed to the back of the plane during boarding because
6 there's nowhere for you to stand, so -- but then you go back out
7 into the cabin at intervals to close bins and look for oversized
8 bags and any other issues that you might need to catch before the
9 plane leaves.

10 Q. Okay. And you briefed the two older UMs in the back of the
11 aircraft, but the last one to come on board, the small boy, you
12 had had [REDACTED] go ahead and brief him because you were
13 interacting with [REDACTED] in some capacity at that point, right?

14 A. For some reason I was doing something, I can't remember what.
15 Oh, you know what, I think I was taking a seatbelt extension to
16 somebody. So I --

17 Q. Okay.

18 A. So she had the little UM and so she -- I asked her if she
19 could do that because I had to go and continue doing something
20 else. So yeah, I don't know if it was that or if I went up front
21 or something, but yeah.

22 Q. But you did observe, at some point, that she did what you
23 called a full-on demo with the smaller minor in the back, which is
24 not something that is normal, but did she take extra time with him
25 because of his size, perhaps?

1 A. So we typically don't pull down the demo bag and do a full
2 demo with every UM. When I was hired, that was not the standard.
3 I think at some point it was suggested and so some flight
4 attendants do it automatically for every UM. But the UMs will
5 take -- will be part of watching the actual demo that we do for
6 everybody, right? So we don't typically do a full demo for every
7 UM, it just kind of depends on how you feel the -- either their
8 age or their experience level with flying.

9 For sure, if it's a first-time flyer, I think it's good for
10 them to see all the stuff and maybe touch it if they feel like
11 they need to or whatever, and to make sure you watch them
12 physically do their seatbelt, unfasten it and fasten it, so they
13 know what they're doing. But if they're experienced flyers,
14 they've already fastened their seatbelt, you can see that they
15 know what they're doing, we don't do a full demo, so -- at least I
16 believe that.

17 (Laughter.)

18 BY MR. FEDOK:

19 Q. That's (indiscernible).

20 A. Yeah, so -- but she did --

21 Q. No problem.

22 A. But she did for him.

23 Q. Okay. You mentioned that you did the exit row briefing and
24 you got the verbal yes from everyone, although the rows were full
25 and that the rest of boarding was relatively routine, you had the

1 lavs locked, the galley was secured, you armed the doors and
2 cross-checked, there was a call from [REDACTED] at some point that
3 [REDACTED] picked up, is that correct?

4 A. Prior to door closure or -- yeah. Yeah, so that's our normal
5 routine. So when we're told to arm the doors for departure, we do
6 that, we cross-check each other in the back to make sure our doors
7 are armed and then the A flight attendant up front, who cross-
8 checks with the D, then calls to the back, so that's our procedure
9 and the C flight attendant is the designated person to pick up the
10 interphone and say your name, aft, cross-check complete, so that
11 phone call would've been for that purpose, I believe. I don't
12 think anything else was communicated in that phone call.

13 Q. Got it. And you were aware you had three lap-held infants on
14 board, and interacted with at least one of them during the
15 boarding process, is that right?

16 A. Correct.

17 Q. Did you interact -- did you interact with them at any point
18 other than that, after the explosive decompression?

19 A. I want to say that --

20 Q. Or see them or notice anything?

21 A. I want to say that they said something to us on deplaning
22 when they got up that was something along the lines of well, we
23 made it through that or something like that. Nothing that was
24 critical or complimentary, even, you know, just kind of a matter-
25 of-fact sort of well, we made it through that, you know. I want

1 to say that I might've asked how she did during all of it. I
2 think I asked her mother how did she do through all of that, and I
3 think her mother said she was okay after. At first she was not
4 okay, I remember hearing children, you know, making some noise at
5 first, but then she said I think she did okay. I'd kind of
6 forgotten that conversation, actually. Yeah.

7 Q. But you didn't -- during your time in the cabin you didn't
8 observe the infants or see them holding a mask on the infant or
9 anything like that?

10 A. I didn't, I'm sorry.

11 Q. Okay. No, that's all right. Your observation is just fine.
12 You did mention something about car seats, there were no issues,
13 but did you have any supplemental restraints on board, that you're
14 aware of?

15 A. The only thing I can look at, I did take a picture of the --
16 I did a screen capture of the seat map in the back. I can just
17 look at it briefly and see if I see anything because I don't have
18 access to the full thing now, but I don't see any car seats. So
19 there were lap infants at 31 Echo and 32 Delta. I think it was --
20 32 Delta was the little girl that I had a little interaction with.
21 So that was actually closer to the back than I thought. I thought
22 they were a little bit further forward. Yeah. So it looks like
23 31 Echo and 32 Delta were lap childs. So I'm pretty sure 32 Delta
24 was the little girl that I was smiling with and whose mother we
25 talked to at the end.

1 Q. Okay, thank you. You mentioned deicing before the takeoff,
2 which wasn't unusual, and then during takeoff, you mentioned it
3 was bumpy like kind of how you thought it would be and that there
4 was -- you're not sure you communicated that. I know you had an
5 interaction with the flight crew, that you mentioned it to your
6 other flight attendants, is that correct?

7 A. That's correct.

8 Q. Okay. And then you remember 10,000 feet, the chime, [REDACTED]
9 got up right away to unlock the lavs, but nobody came back to use
10 them. You were seated on a jump seat having some idle chit-chat,
11 eating some M&Ms that a passenger had provided with you, and then
12 there was the very -- I think you described it as a very loud
13 bang, extremely loud explosive decompression, is that accurate?

14 A. That's correct.

15 Q. So you were confused, there was a rush of air, pain in your
16 ears, some sinus pain, things went black for a split second,
17 you're not quite sure whether that was your perception or the
18 actual lighting conditions, but then the lights came on very
19 bright, noticed the masks had dropped and immediately put your
20 mask on, is that correct?

21 A. Yes. And the auto-announcement in English was playing, I
22 heard that.

23 Q. What was the announcement, what did it state?

24 A. I'd never heard it before, it's a woman's voice, it's a
25 recorded, a prerecorded auto-announcement that tells you to be

1 seated with your seatbelt fastened and to pull down a mask and put
2 it on. I don't know what else it says, that's what I recall.

3 Q. Okay.

4 A. I think it's maybe repeated in Spanish.

5 Q. Okay.

6 A. I don't remember hearing it, but -- yeah, I do remember that
7 combination of things happening, which is what made me realize
8 what was happening.

9 Q. Got it. You mentioned you were outboard seated which did not
10 allow you a view of the cabin, even with the mirrors that maybe
11 are in back of some of the aircraft, and that you would have
12 preferred to be seated inboard for better visibility.

13 A. Yes.

14 Q. And at that point you did -- your training was to secure,
15 don, and then, you know, basically wait for communications from
16 the flight crew and you thought there would be an immediate
17 descent, but in this case you didn't feel an immediate descent and
18 there was no call from the flight crew.

19 A. Correct.

20 Q. So you were trying to talk to [REDACTED] through your mask and
21 you had difficulty due to the noise and having a mask on. You
22 were aware of the unaccompanied minor and wanted to find out if he
23 was doing well because you weren't sure he was going to be able to
24 reach the mask and wanted to get up and had [REDACTED] call the
25 flight deck to see if she could get some information, is that

1 accurate?

2 A. Yeah.

3 Q. And you were unsuccessful with getting any additional
4 information, it was extremely loud, particles were floating
5 around, you mentioned, like snow. You couldn't hear. She may
6 have had a conversation with [REDACTED] up front, but you couldn't hear
7 what was being stated and, without direction, you told her to go
8 look and see the left side of Row 34, is that right?

9 A. I don't know if I actually told her to do that or if that
10 just kind of happened organically.

11 Q. Okay.

12 A. But she was definitely out of her jump seat first and I may
13 have been trying to communicate, at that point, with the flight
14 deck, I'm not sure.

15 Q. Okay. But you knew the location of the portable oxygen
16 bottle, which was on the left side of Row 34, and calculated that
17 you'd take a few steps to get there to be able to get it and you
18 decided to go for it and get it. And then as you were trying to
19 don it and getting the package, the mask out and everything,
20 [REDACTED] motioned to you to use the cup from 34 to breathe while
21 you were putting the portable oxygen bottle on, is that correct?

22 A. Actually, back in the galley. So --

23 Q. Okay, in the galley.

24 A. -- the mobility POBs are aircraft left at Row 32, so --

25 Q. Okay.

1 A. -- 34 is a half row on the right-hand side of the aircraft
2 that is closest to us, but the POBs are actually further forward
3 on the other side of the two lavatories. So that's where --
4 that's the distance you have to go to get to a mobility POB is
5 from the aft galley, you've got to go up probably the equivalent
6 distance of three rows of seats to get to the overhead bin to get
7 the POB.

8 And then I came back to the galley to get everything
9 unwrapped and everything because I didn't want to be sitting there
10 fumbling with something in front of people, so I came back to the
11 galley and then that's when [REDACTED] said she noticed that I was
12 messing around with it and said put that -- put the other oxygen
13 on, put the oxygen mask hanging from the galley ceiling, put that
14 on while you're trying to take care of the other.

15 Q. Got it. And can you describe the process on how it was for
16 you with the retrieval of the bottle and then getting it on and
17 using it?

18 A. Getting the bottle was easy, I knew right where it was, so I
19 got to it and got it out of its bracket easily. That wasn't a
20 problem. What was odd or awkward was the Velcro strap that holds
21 the mask, the mask is already pre-attached to the bottle, to one
22 of the ports, but it's under -- it's secured with a Velcro strap
23 around the bottle and that was very tight, but I got that off. I
24 think I just threw it on the ground. But the mask is also in a
25 plastic bag and that -- it just was -- I had to fumble with it to

1 rip the bag open to get the mask, which is coiled with the oxygen
2 tubing and kind of wrapped up and compact inside the bag, it just
3 took -- it was awkward to get it out. So it took, I would say,
4 several seconds, five seconds, maybe 10 seconds, to literally get
5 it unfurled, you know, to get it uncoiled and get it on and then I
6 had to fight with my glasses with the strap and everything. But I
7 got it on. I will say that I think a better mask would be the
8 yellow ones that are attached to the overhead system, I think that
9 would be a better -- an easier and a faster way of getting oxygen
10 on. Even when you're helping a passenger it's a little awkward
11 with the way those oxygen masks are designed. So for what that's
12 worth.

13 Q. Yeah, that's why we're here, exactly. I mean, when you put
14 on the portable oxygen bottle, did you put the strap around your
15 body?

16 A. I did.

17 Q. You actually donned, correct?

18 A. Yes.

19 Q. And then you kept that on for -- for how long?

20 A. Well, time is relative in this scenario.

21 Q. Rough estimation. No, did you still have it on during
22 landing and taxiing or at some point did you take it off?

23 A. I do remember having the bottle at my jump seat and
24 recognizing that it shouldn't probably be there for landing, but
25 we were too close for me to get up and try to re-bracket it, so I

1 opened up an empty beverage cart that had a blue plastic draw in
2 it and I made sure the bottle was turned off and I just put it
3 into the plastic drawer that was on the bottom of the inside of a
4 beverage cart, shut the door and secured the latches so that the
5 bottle would not be loose on landing.

6 Q. Okay, so you didn't have that on for landing, then?

7 A. No.

8 Q. Did you have the other mask on for landing or at some point
9 did you guys remove those completely?

10 A. We took them off. There was a point where I could tell, just
11 looking outside, that we were, you know, likely below 10,000 and
12 back in an oxygen-rich atmosphere and we didn't need them anymore,
13 I didn't feel like. Also, at some point, I think they were
14 expended. I mean, they were only going to last for 15 minutes
15 anyway, right, so at some point they weren't usable anyway.

16 Q. Okay. Getting back onto the -- your statement here -- let's
17 see. Got that out. You, at some point, made your way forward and
18 noticed the hole, I mean, you decided to go forward and once you
19 got the mask on and that's when you first encountered the hole, is
20 that right?

21 A. That's correct, yeah.

22 Q. And you also noticed at that point that you had no one seated
23 in 25 A, B, C or 25 -- or 26 Alpha and Bravo and you were fairly
24 certain in your mind that there weren't a lot of empty seats
25 during the flight and that you probably lost some passengers out

1 of the hole.

2 A. Yes.

3 Q. And then you felt like that needed to be communicated, so you
4 went back to the interphone and you said you basically pressed
5 every button that was on there --

6 A. I'm pretty sure.

7 Q. -- to communicate something to someone and yelling into the
8 phone but weren't sure if anyone ever got the message because of
9 the loud noise, is that --

10 A. Yes.

11 Q. -- correct?

12 A. Yeah.

13 Q. Okay. And you mentioned there was a kerfuffle at some point
14 during the cabin with people who were up and around, but did you
15 interact with any passengers as far as talking to them? I know
16 there were people who had injuries and things. Did you interact
17 with people or once you saw the hole, did you spend most of the
18 time back in the galley?

19 A. So interestingly, other than talking to the two gentlemen
20 sitting in 27 A and B, I didn't have a whole lot of dialogue with
21 passengers. The gentleman at 26 C I remember talking to, just
22 trying to make sure that he was okay and secured and everything.
23 He didn't have much to say. And then the two in 27 A and B I
24 remember talking to, checking with the UMs a couple times, not
25 really having much verbal communication with them, but just

1 looking at them. And I think one of them gave me a thumbs up or
2 something, I'm not really sure, but really not having a whole lot
3 of communication with the passengers. It was very calm, it was
4 eerily calm. I didn't get any questions from anybody. That
5 surprises me, to be honest. I'm really shocked that there weren't
6 people saying -- looking at the hole and going are we going to be
7 able to land okay, you know, there wasn't -- I don't remember
8 fielding any questions about anything, really.

9 At the very end, the mother with the baby, that comment at
10 the very end which was well, we made it or we made it through this
11 part or something, we made it through the hard part or something,
12 I can't remember what all she said, but not much interaction from
13 my end with passengers. I believe that was very different up
14 front.

15 Q. Okay. And the individual you said who had a knot on his
16 shin, was that 27 Alpha?

17 A. Yes, 27 Alpha. It was his left lower leg, probably, you
18 know, I would say six to eight inches up from his foot, maybe a
19 little bit lower, but definitely the leg that would've been
20 closest to the hole and to the disruption of the seats.

21 Q. Do you recall if he had a shoe and sock on at that point?

22 A. God, I don't think he had either on. I don't think he had a
23 sock or a shoe.

24 Q. Did he point that out to you or did you just happen to see
25 it? Was he wearing shorts? I'm not sure how you saw the knot.

1 A. When we were checking to see if anybody was injured, either
2 he or his traveling partner sitting next to him brought our
3 attention to it and was pointing to it. I think he had pants on,
4 because I think he had to pull up his pant leg to show us. And I
5 don't think he was wearing socks or shoes. And interestingly,
6 there was a sock, an adult-sized sock, hanging outside of the
7 airplane on the spring in the post, which I understand is part of
8 the plug door, there was like an adult-sized gray sock that was
9 hanging, did you guys see that? Yeah, that was kind of odd that
10 that would somehow find its way to stick to a part, but okay,
11 tornados put 2 x 4s through trees, so I'll pretty much believe
12 anything.

13 Q. And the individual that you saw with the abrasions to his
14 left forearm, where was that person sitting?

15 A. So I don't know if he was related to the people or if they
16 were just doing what they thought they needed to do to help him,
17 but I want to say that he was several rows in front of the hole,
18 so maybe 23 or 4 D, E, F, and I think he was in a center seat.
19 There might've been an open seat up there.

20 So yeah, on my seat map I show that 23 Echo was an open seat,
21 so I think that that's where he was, because he was in a center
22 seat and he held up his arm to show us and we would've been right
23 about Row 26 when we were trying to find people who might need
24 medical attention. So I bet you that's exactly where he went, I
25 bet he went to 23 Echo.

1 Q. Thank you. The flight deck, you said you heard two things
2 from them during the flight, one was early on from the captain, I
3 think you said, his announcement to remain seated, and then
4 sometime later something from the first officer that they were
5 turning back to Portland, is that what you recall?

6 A. Yes. I believe it was the captain that said to remain seated
7 over the interphone, but it could've been [REDACTED] telling us what he
8 heard, also. I don't really know. It was really hard to hear.

9 Q. And at some point during the descent and getting close to
10 landing, you and [REDACTED] kind of had a joint realization that you
11 might have to evacuate and you weren't sure what you were going to
12 run into on landing, so you made mental preparations and verbal
13 communications back and forth about what you would need to do
14 which, fortunately, was not necessary.

15 You mentioned landing was somewhat uneventful, there was some
16 applause, some slow taxiing and then eventually medics came on
17 board, you saw them take 27 Alpha and Bravo off. You did mention
18 at one point, I think you said you saw a teenage boy you saw in
19 the cabin without his shirt on, with red skin. Can you just
20 describe that individual for me again?

21 A. Yeah. So that would've been the teenage boy that was in 26
22 Alpha and when I looked back, because I heard this -- whatever was
23 happening, this disruption in the cabin, I saw him come up and out
24 of that seat and somebody was pulling him, somebody had their hand
25 on his arm and I think there were people that were up in the

1 aisle. And so he had been pulled out of that seat and his skin
2 was red, it was very, you know, like not bloody, just very strong
3 pink skin tone. I didn't see any injury at that time, but he
4 would've been the boy that was sitting in 26 -- I'm sorry, 25
5 Alpha. He would've been the boy that was in 25 Alpha and I think
6 that he is who wound up ultimately in 23 Echo and who showed us
7 the injury. So I think he was the boy that was sitting at 25
8 Alpha.

9 MR. FEDOK: Thank you for putting that together for us. That
10 is all that I have, I think, at this point. We're going to go
11 around the room and let others ask questions and then if I can
12 remember anything during that time, I'll follow up.

13 But Dujuan, why don't you start with any follow-ups you have?

14 BY DR. SEVILLIAN:

15 Q. Yeah, thanks, [REDACTED] I appreciate it. Thanks for going
16 through that recollection of that event. I just want to go back
17 to make sure I have all the information right. So you said there
18 were four UMs on board.

19 A. Correct.

20 Q. And where were they located, again?

21 A. Seven F was a UM by herself and then 32 A, B, C, those were
22 the three boys. Thirty-two A and B were related, I believe, and
23 boarded at the same time, and 32 Charlie was the real little one
24 that was by himself.

25 Q. Okay. And then you had the 31 E and 32 D lap children,

1 right?

2 A. There were lap children at 31 Echo and 32 Delta, yeah,
3 according to this, and I recall that, as well.

4 Q. In terms of 26 Alpha and Bravo and then 25 Alpha and Bravo,
5 you were saying earlier that you didn't recall that the seats were
6 occupied, at the time, and then you asked a passenger and they
7 said that no one was in the seats. So was that -- when folks were
8 boarding the aircraft, did you recall or did you know that they
9 were being occupied at the time or you just (indiscernible)?

10 A. There were, I believe, three passengers who no-showed for
11 this flight and when the customer service agents were trying to
12 close the flight, they come on board and they're looking for what
13 they call not-ons, people that are not on the plane. So they are
14 people that either have a reservation, perhaps they've checked in.
15 I believe there were three not-ons on this flight and it's
16 entirely possible that one or two of those not-ons were supposed
17 to be in Row 26, because I really felt like we were just
18 completely full except for just a few center seats.

19 But I also don't have any specific recollection of, during
20 boarding, realizing oh, 26 A and B wound up being empty.
21 Interestingly, or maybe not interestingly, you know, when you have
22 a full airplane like that, sometimes passengers are looking and
23 they're like if there's nobody sitting there, can I sit there;
24 nobody did. So those two flight -- those two seats were empty
25 even though I'm sure there would've been somebody who would have

1 preferred not to be in a center seat and would have happily taken
2 a window seat. Thank God they didn't, you know. But I don't have
3 any specific recollection, during boarding, of whether those two
4 seats, you know, had been assigned or -- you know. Yeah.

5 Q. Yeah, I appreciate that. Another question. So given this
6 explosion that happened and then there was some -- a brief period
7 of time where you were talking to [REDACTED] and saying hey, what
8 are we going to do about this situation and you didn't hear
9 anything from the flight deck, and so what would you have expected
10 from the pilots on the flight deck to engage you in this type of
11 situation? What would you have expected?

12 A. I have been through some experiences where we have had to
13 have a conversation because of an issue where they expected that
14 the landing would be fast. Years ago I remember having some kind
15 of an issue where the plane was going to have to land fast and I
16 can't remember where, and it was explained to us by the flight
17 deck that we're not doing a cabin preparation, we may do some kind
18 of an expeditious normal deplaning where we're telling people to
19 just leave your bags and just go, but we're going to use the jet
20 way. So I guess I would've expected to know do you anticipate a
21 normal landing, is there any indication that we will have
22 something happen on landing and should we do a short-notice cabin
23 preparation.

24 Q. And what does the short-notice cabin preparation consist of?

25 A. It is a five-minute process of a very abbreviated explanation

1 to the passengers of what to expect without having time to have
2 like an able-bodied person briefing for all of the exits and all
3 of the stuff that you would do if you had a longer cabin
4 preparation, it's the basics. It's sit down, you know, heads
5 down, all of that, it's literally -- it's contained on one or two
6 sides of a small card that we would pull out in a very fast
7 situation that we would have to prepare. I don't honestly know if
8 we had time for that on this flight.

9 I think just between us tending to the passengers, realizing
10 what happened, checking on injuries, trying to communicate, if the
11 pilots would have called us and said yeah, do a short notice, it
12 would have been all on the PA and we would have been probably in
13 our jump seats and we would have just been telling people get your
14 heads down on landing and leave your belongings, that kind of
15 stuff. We would have probably just -- we would have done more or
16 less a spoken instruction of what would be shouted during an
17 actual evacuation, I think.

18 Q. Um-hum.

19 A. I just don't think we had time.

20 Q. Right. And then earlier you talked about, you know, the
21 crew, I'm assuming this is the flight attendants, you guys stayed
22 on the airplane for a couple hours. But prior to that, did you --
23 did the pilots ever interact with you at any time about hey,
24 what's going on here, what happened or anything like that?

25 A. Yes, I should say that, I think I left that out. We did

1 have, not a formal debrief, but both of the pilots were -- came
2 out and everybody came back and checked out the hole, of course.
3 I had noticed other parts of the airplane where there had been
4 some disrupted side panels. We discussed what happened with the
5 flight deck door that I'm sure you've already heard about, right,
6 because you met with [REDACTED] haven't you? Yeah. So they did
7 come out and we had, I guess -- would you call that like a -- that
8 would just be like a pilot debrief after some kind of another SERP
9 event, right?

10 MS. JARRETT: I didn't witness any formal conversation.

11 [REDACTED]: Yeah. They just came out and checked on all of
12 us and made sure that we were all okay, there was some discussion
13 about what happened.

14 MS. JARRETT: Um-hum.

15 [REDACTED]: Our first officer was very -- you know, she --
16 she was very concerned about all of us.

17 MS. JARRETT: Um-hum.

18 [REDACTED]: You know, she gave all of us a hug and we're,
19 you know, very -- she was very interested in knowing if we were
20 okay, and the captain was, too. And we talked briefly about it
21 and what it was that was there, the door plug or the plug door or
22 whatever the right terminology is. So we understood what it was,
23 that we knew what was there and what that was. So yeah, I don't
24 know if you would call that a formal debrief, but we did speak
25 with them. So I apologize, I left that out, because that did

1 happen while we were all on the plane together.

2 DR. SEVILLIAN: Yeah, I appreciate it, [REDACTED], and those are
3 the questions I had for now.

4 Geri.

5 BY MS. JARRETT:

6 Q. Hi, I'm Geri with Alaska. So [REDACTED], just if you could bring
7 me back to when you said, after the explosive decompression, the
8 cabin turned hot. Where in the cabin were you, what rows did you
9 feel like it was extremely hotter than -- and how hot did you feel
10 it was?

11 A. I feel -- I don't think we noticed how hot the cabin
12 temperature was until we were pretty much getting ready to take
13 our jump seats for landing. That's when I think we noticed how
14 hot it was in the plane. If I had to try to compare it to
15 something, it would be boarding an old MD-80 on the ground in
16 Mexico somewhere with no air conditioning.

17 (Laughter.)

18 [REDACTED]: It was hot, it was really hot.

19 MS. JARRETT: That's hot.

20 [REDACTED]: Yeah. You know, I didn't feel the need to try
21 to take off my uniform shirt or anything weird like that, but it
22 was definitely hot.

23 MS. JARRETT: Okay.

24 [REDACTED] In hindsight, I'm told that the exhaust from the
25 engine was probably coming into the airplane cabin and that that

1 was likely the source of the heat, but I -- I can't -- I don't
2 know. I mean, on the Max 9, we do have a gauge in the back, we
3 could have looked it at, I suppose. I don't know if that tells
4 you the actual temperature or if it just allows you to notch up or
5 down for hotter or cooler, I'll have to double-check that now.

6 MR. VINCENT: It just has the up or down.

7 [REDACTED]: Yeah.

8 MS. JARRETT: Um-hum.

9 [REDACTED]: So I don't know that there would've been any way
10 for us to know if it was the plane's system that was heating, and
11 I think the flight attendants in the front did not report a hot
12 temperature until they came to the back at some point.

13 MS. JARRETT: Um-hum.

14 [REDACTED] So I'm assuming that the person who told me that
15 the exhaust was coming in through the hole was probably pretty
16 accurate.

17 BY MS. JARRETT:

18 Q. Okay. The second question I had is around the auto-
19 announcement. So in training, do they talk about the
20 announcement, the auto-announcement?

21 A. Well, it's been, you know, a few days since I was trained in
22 initial. I want to say we had aircraft in 2005 that had that
23 feature.

24 Q. Um-hum.

25 A. I think we were trained on that.

1 Q. Okay.

2 A. In recurrent training, I think, you know, questions change on
3 the exam year after year, but I think that's part of the
4 curriculum and I'm -- I would think it would be part of new hire
5 curriculum today. Yeah.

6 Q. Any opportunity -- I know you said it's been a while since
7 you were in initial, but so -- because you said it was the first
8 time you had ever heard that audible.

9 A. Yes.

10 Q. Okay.

11 A. I believe. If it has been part of recurrent home study or
12 something as an audio file or something, I'm not recalling it.

13 MS. JARRETT: Okay, okay. All right. I think that's all the
14 questions I have, thank you.

15 BY MR. HOWELL:

16 Q. Kaliko with Alaska. When the decompression happened, what
17 was just your first kind of reaction to it happening? Like, did
18 you see the masks drop, did you notice where it was, did you reach
19 for it, like what was kind of your instinct in that moment,
20 obviously, with so much happening at once?

21 A. I remember being turned slightly sideways in my jump seat,
22 still strapped in but talking to [REDACTED] who was sitting on her
23 jump seat. So my posture in that moment would have had my left
24 eye to the cabin and when -- when it happened, it was just such an
25 incredibly loud blast that, in that split second, I was just

1 surprised by it, I didn't know what it was, but there was
2 definitely a force that I felt and air rushing and noise and for
3 that split second, I lost vision or something. Either the lights
4 all turned off completely and came right back on or something. I
5 don't know if it was pressure on my eyeballs or what happened, but
6 something happened. But it was that fast and then the lights were
7 bright and the recording's playing and the masks are there and so
8 instantly I knew what that was.

9 You just put it -- you put two and two together really fast
10 and you're like oh, we were trained for this and I just heard it.
11 So I knew that something had happened, I didn't know what the
12 extent of the damage was or where it was, but we just knew, you
13 know. And so those, I will say that the combination of those
14 three things just made you immediately know what happened. So
15 that is a good feature that every airplane should have.

16 MR. HOWELL: Thank you, I appreciate it. Thank you, that's
17 all I have.

18 BY MR. WALLACE:

19 Q. All right, Bruce Wallace, Boeing Company, a quick question.
20 On the interphones, when you're trying to communicate -- thank you
21 -- on the interphones, when you're trying to communicate, what is
22 the biggest hindrance of being able to get that communication, do
23 you feel, during the event?

24 A. Well, in this event specifically or in general?

25 Q. Both would be good, but just starting with this.

1 A. So it was really hard for us to hear anything. And I
2 imagine, for the people listening to us, it was really loud
3 because of the rushing sound in the back. But it is difficult to
4 hear pilots sometimes. I think that they have a way of speaking
5 when they're talking on the radio to ACC that's -- they're in a
6 quiet space, they don't have to increase their voice volume or
7 anything like that. When they're talking to us on the interphone
8 and they're trying to use that same voice, it's hard to hear them.

9 And you can tell them I didn't hear that, you know, it's not
10 like I'm afraid to say I can't hear what you're saying, you know.
11 But sometimes some of the interphones have a lesser volume and
12 sometimes there's a lot of weird staticky noise on the interphones
13 and if you're moving the interphone you can hear, so I think
14 there's issues with the cords on the interphones. I always try to
15 be very cautious with cords, I don't want twisted-up cords, so I
16 try to carefully turn the handset.

17 I see some people hold it by the cord and let it unravel, I
18 don't think that's probably the best suggestion, but I will twist-
19 turn it to try to get it so that it's hanging like it's supposed
20 to. But I also am old enough to remember mounted telephones at
21 home on the wall and I couldn't stand twisted-up cords and I can't
22 stand twisted-up cords in hotel rooms, so that's just me. But
23 there's issues with our interphones sometimes, yeah.

24 Q. And a follow-up with that, so with the -- you mentioned that
25 you pushed a few buttons, so the overall training of those phones

1 and the system itself, is it a common system for all of the
2 airplanes you're in and as well as the training you get? Do you
3 understand all the buttons and how that all kind of works?

4 A. Yeah. And it is a common thing now, it was not common when
5 we had the Airbus in the fleet, so the phones were very different.
6 Even the Airbus had different -- differences in the interphones.
7 But yes, I understand it very well. It's funny because I did not
8 ever think to push two three times repeatedly, you know, which --
9 you know, it was an emergency, it would have been perfectly
10 acceptable for me to do that, but -- yeah. So -- but I do
11 remember pushing two and five at the same time when I saw that
12 there was a hole in the plane, I wanted every -- all hands on
13 deck.

14 MR. VINCENT: To answer that, you indirectly made an all call
15 because you're dinging the pilots and you're dinging the forward
16 flight attendants and you hit two-five and two-five. So in a way,
17 you're alerting the whole crew to pick up all phones and listen,
18 although it's not a procedure, it's not in our manual. If you
19 were around in the '90s we used to do that and that may have
20 clicked in from your training from back then, so many of us still
21 actually will do two-five/two-five when we need to talk to
22 everybody at once.

23 UNIDENTIFIED SPEAKER: All call.

24 MR. VINCENT: Yeah. But it's not a procedure and it's not
25 Boeing's intent to --

1 [REDACTED]: Yeah.

2 (Crosstalk)

3 [REDACTED]: Right.

4 MR. VINCENT: You were successfully alerting everybody you
5 could, that was great.

6 BY MR. WALLACE:

7 Q. Good. And then, so you were prepared for an evac like you're
8 supposed to when you're coming in and you kind of went through
9 that.

10 A. Um-hum.

11 Q. What kept you -- or first off, I don't know what the
12 procedures are for your ability to call for an evac, but what kept
13 you from evacuating, you know, what communication did you have to
14 say you didn't need to evacuate the airplane? Or conditions or
15 anything.

16 A. Conditions didn't warrant it.

17 Q. Yeah.

18 A. The landing was very well, it was very well done. I thought
19 it was very smooth. There were no unusual noises or sounds or
20 events that would make me feel like we needed to initiate an
21 evacuation. There was --

22 Q. And did the airplane ever stop moving when you were landing?

23 A. Yeah, but it seemed like it was all very normal. I don't
24 feel like they had to apply a great deal of braking or anything
25 like that, it's not like -- I mean, we had injuries, but they

1 weren't life threatening. So, you know, sometimes when you have
2 like an emergency medical or something, the pilots will get down
3 and get in really fast and get on the brakes and come off of the
4 runway onto a taxiway really quickly because they -- we have an
5 emergency, right? But I felt like this landing was very smooth
6 and normal and didn't involve a lot of braking or anything and the
7 taxiing was all normal, except for the hole in the side of the
8 plane.

9 Q. Yeah.

10 A. But it was all otherwise normal.

11 MR. WALLACE: Let's see. That's all I got.

12 BY MR. VINCENT:

13 Q. Steve Vincent, Association of Flight Attendants. You
14 mentioned a couple times that there was an aisle chair that was
15 not included in the block-to-block notification. Did they board
16 an aisle chair person?

17 A. I think they did.

18 Q. Do you know approximately where that person might have been
19 seated?

20 A. Up front.

21 Q. Like in the premium class or in front of the main cabin?

22 A. Possibly. From what I have that I can still access, there's
23 only 20 -- Row 23 aft.

24 Q. Okay.

25 A. And it shows a regular aisle chair at 25 Charlie who was part

1 of that row that --

2 Q. Um-hum.

3 A. -- cleared out. So I would say it must have been further
4 forward in the plane.

5 Q. And so if there was one, we don't know if they got a three-
6 point briefing, you never really saw the person board.

7 A. I did not do a three-point briefing.

8 Q. But we didn't even know that it was boarded, so I mean,
9 again, sometimes we get aisle chairs and then they're not really
10 aisle chairs.

11 A. Right.

12 Q. It's just distance and when they find out they're going to be
13 put in a chair and moved, they're like that's below me, I'm not
14 going to do that (indiscernible), so I was just curious --

15 A. Yeah.

16 Q. -- because we didn't really hear of any record of having an
17 aisle chair, an aisle chairperson on board.

18 A. Can you access the teams messaging?

19 Q. Uh-uh.

20 A. No, okay.

21 Q. (Indiscernible).

22 A. Okay. Because I think there was discussion --

23 Q. Okay.

24 A. -- in there.

25 Q. That's really great information because this comes up

1 frequently on flights and I'm just kind of tracking it.

2 A. Yeah.

3 MR. VINCENT: I have no other questions, that was wonderful.
4 Thank you, [REDACTED].

5 BY MR. BEUKER:

6 Q. I got a couple questions here. Let me make sure I've got my
7 notes right. Would a UM normally get a three-point briefing or is
8 it different for UMs versus, say, wheelchair passengers?

9 A. A UM is briefed on the location of the exits, the restrooms,
10 how to use their seatbelt, how to call us with the call button,
11 and to remain seated and let us come and get them when we arrive
12 instead of jumping up and just going because they're excited --

13 Q. Right.

14 A. -- they want to just go, but we have paperwork to hand off
15 and all of that. A three-point briefing is specific to a
16 passenger that has mobility issues, so a three-point briefing is
17 for somebody that's traveling unattended that has to have an aisle
18 chair, so that's a different briefing and you're covering their
19 closest floor-level exit, when to evacuate, and asking them how to
20 assist them so that you don't injure them or cause them pain.

21 Q. Right. Very good. And for the record, this is Gifford from
22 FAA. You mentioned that the cabin lights went to bright right
23 after the explosion, an announcement occurred, and then at some
24 point, in looking at the videos that are online, the cabin, at
25 landing, is back to the blue lights for nighttime landing. Do you

1 know, when did that occur and do you know who did it?

2 A. I think, I believe [REDACTED] did that. The reason I think he did
3 that was we are aware that the studies have shown that it's better
4 for your eyes to adjust to a lower level of light for takeoff and
5 landing, so I think that he might have done that for landing so
6 that our passengers' eyes were accustomed to the -- to what they
7 normally would be --

8 Q. Right.

9 A. -- for landing.

10 Q. Very good. And talking about [REDACTED] I want to make sure
11 I've got the sequence right. The explosion occurs, you guys come
12 to the realization somewhere you've had a decompression and you're
13 in your seats standing by for instructions, you've got masks on.
14 Since the plane seemed stable, [REDACTED] got up to go check on your
15 unaccompanied minors, your UMs.

16 A. Um-hum.

17 Q. And you recall that she was going to go get a POB, is that
18 correct?

19 A. I don't know that she was intending to, I think she was going
20 to try to do the --

21 Q. The mask --

22 A. -- the mask, row to row, yeah.

23 Q. And do you recall, did she tell you that's what she did or do
24 you know that she did it?

25 A. She tried, I believe she said she tried to do it but she had

1 difficulty with the tangling of the masks or something. I don't
2 -- I'm trying to remember if the masks above our jump seat came
3 down and how they came down. I think they came down separately,
4 there were two at each jump seat, but you had to pull the tab to
5 get it to come all the way down, so ours came down okay.

6 Q. Okay. I knew I didn't record that right, thank you.

7 A. Sure.

8 Q. So you grabbed a POB --

9 A. Yes.

10 Q. -- later. Do you remember which one you grabbed? There are
11 two back there?

12 A. There are two. I think there was -- there was a forward and
13 an aft one and I want to say I grabbed the one on the right, but
14 I'm not really sure.

15 Q. Okay. And walk me through that again, were you trying to don
16 a mask while you were at the overhead bin or did you go back to
17 the galley and then attempt to don it?

18 A. I was trying to don it there and I realized I was struggling
19 with it and I didn't think that looked good.

20 Q. I understand.

21 A. So I closed the bin and I went back to the galley because I
22 was like they don't need to see me fumbling with this, I can't
23 even get my own oxygen on, you know, so I went back to the galley
24 to keep working on it.

25 Q. And how long did you have the POB on for, from that point

1 when you did don it?

2 A. Five to ten minutes, maybe, I think. You know, at a certain
3 point I realized we were low enough that I don't need it anymore.

4 Q. Got you. And the last question from me, I think. I
5 apologize for not being a better typist, but walk me through, what
6 was the -- what were the struggles that you had with the POB, was
7 it the shoulder strap and getting that undone, was it the mask or
8 was it all the above or what were your struggles? I just want to
9 hear what worked well, what didn't, specifically, with the POB.

10 A. The Velcro strap that holds the mask that is --

11 Q. The mask bag?

12 A. -- which is inside the bag --

13 Q. Right.

14 A. -- to the bottle, it just took me a moment to fumble to find
15 like where it's all black. The little flap where you would pull
16 to release it, it would be helpful if that was probably yellow or
17 something so I knew exactly where I needed to grab to release it.
18 So it took me a second to find that. And then the bag is -- has
19 everything fully contained and is tight around the tubing, so you
20 have to get in there and rip it apart to get it out.

21 And then you've got a knot of coiled -- well, it's not a
22 knot, it's certainly more organized than that, but you've got a
23 coiled tube and a folded-up mask that now you've got to, you know,
24 open up and get the mask open and figure out okay, where is the
25 part that goes over your nose, it's got the little metal piece,

1 where's that, you know, and get that and you're trying to do this
2 quickly, of course. And then the little elastic band is very thin
3 and that was getting caught in my glasses and I was having a hard
4 time getting it set up right. But I did, ultimately. It seemed
5 like it took forever. It probably took 30 seconds, you know. And
6 then the shoulder strap, that was fine, I didn't have any issues
7 with that. I was able to get it over my head and, you know, the
8 bag, the bottle was in front of me on my chest so that was fine.
9 No problem there. And it turned on easily enough and the flow
10 seemed like it was fine, so --

11 MR. BEUKER: Thank you very much. I think that's it for me.
12 I appreciate that.

13 MR. FEDOK: I think that takes it back to me. And [REDACTED],
14 you've been so thorough with answering my questions and your
15 initial, you know, description and answered all the other
16 questions, I don't have anything further, so I'll just open the
17 floor one last time if there's anybody with one last question
18 you'd like to give [REDACTED] and then let him get the rest of his day
19 under way. Anyone?

20 MR. VINCENT: I appreciate how detail oriented you are. It's
21 extremely helpful with that information -- Steve Vincent, by the
22 way -- very helpful having that much information because it's
23 something that can be really distributed and used for training
24 other people and it really was really helpful.

25 [REDACTED]: Thank you.

1 MR. WALLACE: This is Bruce.

2 MR. FEDOK: Yes, thank you very much, Steve.

3 Oh, go ahead, Bruce.

4 MR. WALLACE: Yeah, I was going to say this is Bruce. So,
5 you know, we thank you for your -- giving us all this information,
6 but even more importantly, the job that you had to do in a
7 situation like this, it's pretty -- pretty challenging and now
8 you're the one person that has the experience that can help the
9 others in training and everything, so --

10 [REDACTED]: Yeah.

11 MR. WALLACE: Great. I appreciate what you do with that and
12 really appreciate the information you've given us, you know, it
13 will help us out a lot.

14 [REDACTED]: I think a couple of takeaways for me, if I can
15 just add a couple of things.

16 MR. FEDOK: That was my last one.

17 [REDACTED]: Okay.

18 (Laughter.)

19 BY MR. FEDOK:

20 Q. This is our time to stop talking again and open the floor to
21 you. I'd like to hear about two things, I'd like to hear (1) how
22 you think your training prepared you for this event, having gone
23 through it; and (2) any suggestions that you have, off the top of
24 your head, for improvements that we can work on and see what we
25 can do to help.

1 A. Well, I believe our training is excellent. We have such
2 dedicated and passionate instructors who really care about the
3 material. Sure, we've had some challenges, I know that's no
4 surprise to this group, over the years, but I still think our
5 training is really, really good. I think with our recurrent
6 training, that gets mixed up every year so that we've got -- like,
7 we go back and forth between the water and the land years and I
8 think that's really good. But we have excellent instructors and
9 several of them are my members here in the Portland base and
10 they're very good.

11 And, you know, we give feedback every year when we have
12 recurrent training and sure, there are some things that can, you
13 know, be improved or whatever each year, but I really felt very
14 well prepared for this once I knew what was happening, which that
15 only took a split second.

16 I would say that where things might have kind of gone into
17 like a gray area was, at a certain point, we knew, the two of us
18 in the back, that we could not just continue to sit there. We
19 knew that okay, there's -- we have more responsibilities, but we
20 didn't know if it was safe to get up. The condition of the
21 airplane seemed fine. It was flying, we were level, we had
22 electricity, we had lights, we could hear the engines running, you
23 know. So I guess there's just this period sometimes in any
24 emergency where you're going to just have to wing it, right? No
25 pun intended, but you're going to just have to figure it out. If

1 another flight attendant sat in that jump seat and was not safe,
2 didn't feel safe getting up and doing anything at all, I couldn't
3 fault that person in our situation because we just didn't have the
4 direction. We had to just use our own intuition and that involved
5 taking a risk, it involved us saying is it safe for us to get up,
6 we don't know. What we know is there's a tiny little boy who
7 might need oxygen and so we were motivated to just, I guess, put
8 that individual's safety above ours in the moment because we just
9 didn't know what else to do.

10 So I think there's an opportunity for there to be a
11 discussion and training around, okay, you have an emergency
12 situation, you're not getting information that you feel like you
13 need, how do you balance that with the duties that you know you
14 still have to complete, and I guess just understand and appreciate
15 that we always are looking for direction but sometimes we're not
16 going to get it, so we have to just figure it out, right?

17 And some flight attendants may not, especially newer flight
18 attendants may not be comfortable with that, like they -- so much
19 of what we do is direct instruction and then this happens and you
20 have to decide I can't just sit here, the plane is level, I know
21 we're not that high, so I know my time of useful consciousness is
22 not severely restricted, I know I've got 30 to 60 seconds, I can
23 get up real quick. Should I? I don't know. Is the plane going
24 to tilt, you know, are we going to have a drop or something, I
25 don't know, so you're just making a judgment call and you're doing

1 that out of your sense of duty and your concern for your
2 passengers, because that's what you're hired for and that's what
3 you're there for. So I think there's an opportunity there for
4 somebody to design some training or some instruction that says,
5 you know, you may get through this, you know, through the first
6 few steps of the training you've gotten in an emergency but then
7 you might hit a wall and you may not get any information anymore,
8 so what do you do?

9 You take in the clues, the plane's flying, you've got power,
10 you're not -- you don't seem to be pitching and rolling, you're --
11 you can get up. You know you're at a lower altitude because you
12 just took off, so you know you've got some usable time off of
13 oxygen, so just -- you're going to just have to take in the visual
14 and all the other stuff and just make a decision, right?

15 It may not have been the best decision, something else might
16 have happened and then two flight attendants were unconscious
17 because something happened, right? But we made a decision that we
18 had to make. I think there's something there to be looked into
19 and talked about. But overall, I think our training is excellent.
20 That sort of fits into my suggestions. Obviously, I just did
21 that.

22 (Laughter.)

23 [REDACTED]: The one thing I think I'm a little bit concerned
24 about is it's very clear to me that we had an explosive
25 decompression. Very clear. If you look at the picture of the

1 seat frame in 26 A, completely stripped of the leather cover, all
2 of the fabric stuffing, upholstery, headrest, tray table,
3 everything, that was an extremely forceful decompression with a
4 lot of energy. It sucked a shirt off of somebody. I think it
5 took somebody's shoe and sock off. That was not a low-altitude
6 sudden decompression, that was an explosive decompression with
7 aircraft damage and injuries. And I'm bothered by hearing things
8 like this was a plug door that departed the airplane at a low
9 altitude.

10 All of us accept the fact that this could have been a whole
11 lot worse if there would have been passengers up, if the seatbelt
12 sign had been off, if we had been doing our service. I know we
13 all accept that. What I would like to have investigated is
14 exactly what was the force of that decompression at that point at
15 that hole. Was it just as strong in that moment as it would have
16 been if the flight would have been at cruise flight?

17 Are we operating under an assumption that because we were at
18 16,000 feet that that decompression was less powerful, it had less
19 energy than what would happen at a higher altitude? Because I
20 feel like there's an assumption that what we went through was not
21 that severe. I mean, obviously, this is very important, there are
22 many people here that don't live here, that are spending time on
23 this, but I feel like hearing things like the plug door departed
24 the airplane, okay, no, that's not what happened. There was an
25 explosive decompression, the thing shot off of the airplane and

1 sucked a bunch of stuff out with it. And so I guess that for me
2 and for my members, I would like for it to be investigated, what
3 were the forces at 16,000 feet, would it have been more or did we
4 suffer an explosive decompression that was just as powerful at
5 16,000 feet as it would be at 30,000 feet? How many pounds per
6 square inch of pressure was involved in that decompression? And
7 in talking to the flight attendants in the front, they had a very
8 different experience.

9 The galley curtain was sideways, sucking towards the hole.
10 The flight deck door came open. I believe that [REDACTED] said she
11 literally was lifted off of her feet at one point. We didn't
12 experience that in the back. I had a bag of M&Ms that wasn't
13 disturbed. I'm going to talk about those M&Ms for years.

14 My sweater was sitting on the chair, on my jump seat next to
15 me. It didn't go anywhere. So obviously, this was different from
16 the front of the plane to the back, so I just -- I just want to
17 make sure everybody knows that we experienced an explosive
18 decompression, not some kind of low-altitude "the door left the
19 airplane." I just don't like that and I don't think it's right.

20 BY MR. VINCENT:

21 Q. [REDACTED], a question for you. You jogged my memory.
22 When I was on the plane today, I noticed a gray panel kind of
23 behind the last row of seats.

24 A. Yes.

25 Q. Do you have any information on that?

1 A. Yeah, it blew out from the wall, so I noticed it because it
2 was out in the aisle --

3 Q. Um-hum.

4 A. -- and so I picked it up and I'm like what is this? And then
5 out of the corner of my eye, I saw -- I actually have a picture of
6 it, I saw the floor panel down there, that's where it was. Then I
7 also noticed at three other places in the cabin where the side
8 panels were disrupted. So I'm assuming that was all part of the
9 decompression, right, but that came out from that floor, yeah.

10 Q. Thank you, because when we get on and so many other people
11 boarded on the aircraft, it's hard to determine did this occur
12 during the situation or was this somebody moving something or was
13 this a maintenance guy kicking around, we don't know.

14 A. Um-hum.

15 Q. The plane got towed over, you have lots of other movement, so
16 it's hard for us, we just write down what we see, we don't really
17 know what we see, how it got there, so we just have observations.
18 So that was helpful because that was a puzzle I saw this morning I
19 was like I suspect I know what happened, but I don't know.

20 A. Was it still behind 32 B?

21 Q. Yeah.

22 A. Yeah.

23 Q. But like I said, I saw where it came from myself, the
24 insulation pulled out, but I couldn't assume that it occurred
25 during the incident, it may have been some other thing and that's

1 why I was curious. You mentioned that it was and I was like oh,
2 yeah, I meant to ask him about that. Thank you.

3 A. Yeah.

4 Q. That was a puzzle piece I was just missing.

5 A. I took multiple pictures of what I saw after all the
6 passengers were gone and they're pictures I'm sure you all already
7 have. And I pointed out to maintenance, you know, where in the
8 plane this all was and the first guy that came on, I think he was
9 a maintenance supervisor, and I told him, I said when you have a
10 second, I'd like to show you a few things and so I showed him the
11 various places in the plane where the side panels were disrupted
12 and I showed him that floor panel, that piece, so --

13 DR. SEVILLIAN: Can you send us those pictures?

14 [REDACTED] Yeah. Well, let me just write it down. Is
15 there like a --

16 DR. SEVILLIAN: You can do it afterwards.

17 [REDACTED]: Yeah, is there an e-mail address that you want
18 me to send those to or -- okay. Yeah, I can send them to you.
19 Oh, I got it. Yeah, okay.

20 MS. JARRETT: And this is Geri from Alaska. I'm just going
21 to notate, you did mention it in your debrief about the
22 Everbridge, I just want to make that --

23 [REDACTED] Yeah.

24 MS. JARRETT: -- notation, as well as maybe you want to
25 consider that as your process improvement for the differences.

1 When we report out something, I'll just say I read it, I thought
2 it was an air turn-back, I didn't think anything much more about
3 that and then I got a lot of phone calls and I said well, this is
4 not an air turn-back, so I think that's a good point that you
5 brought up.

6 [REDACTED]: Yeah. So Everbridge is infinitely better than
7 the mission modes we used to get, but there's still something
8 missing, there is -- I don't know how that information goes from
9 person to person to person, but I get all of them just like you
10 do.

11 MS. JARRETT: Maybe some of this goes through --

12 [REDACTED]: Yeah.

13 MS. JARRETT: Yeah.

14 [REDACTED]: So I think we can look at, perhaps, the pilots
15 immediately, when they declared an emergency, said we have a
16 pressurization issue and that's the only thing that then gets
17 transmitted, right? And at that point they didn't know for sure
18 what we had, so -- but yeah, I think we can -- I think there can
19 be some improvement there, too. And basically, I think that's all
20 I really have.

21 I think I don't -- I'm not an expert, I'm not a mechanical
22 engineer, I'm not a maintenance technician, I don't design
23 airplanes, but I think if there's going to be an exit there, it
24 should just be an exit, not some kind of plug thing. But I know
25 door plugs are an acceptable thing in the business, but I just

1 feel like if there's going to be a hole there, let's just put a
2 real exit door there. I'm just going to put that out there.

3 MR. FEDOK: Thanks very much, [REDACTED]. Absent anything else in
4 the room, as far as questions go for [REDACTED], you know, he would
5 like to probably get the rest of his day back and try to get some
6 sleep tonight, anything else for [REDACTED]?

7 (Crosstalk)

8 [REDACTED]: Yeah, thank you very much, appreciate it.

9 MR. FEDOK: Okay.

10 DR. SEVILLIAN: Thank you.

11 MR. FEDOK: Thank you, everybody, for your time and again,
12 the way in which you were able to provide us this information was
13 most helpful, so thank you very much, sir, and have yourself a
14 good day.

15 [REDACTED]: Thank you. You, too.

16 DR. SEVILLIAN: We're signing off at 4:34 Pacific Time.

17 (Whereupon, at 4:34 p.m., the interview concluded.)
18
19
20
21
22
23
24
25

CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: ALASKA AIRLINES BOEING 737-9 MAX
IN-FLIGHT STRUCTURE FAILURE
NEAR PORTLAND, OREGON
ON JANUARY 5, 2024
Interview of [REDACTED]

ACCIDENT NO.: DCA24MA063

PLACE: Portland, Oregon

DATE: January 7, 2024

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

[REDACTED]

David A. Martini
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

*

ALASKA AIRLINES BOEING 737-9 *

MAX IN-FLIGHT STRUCTURE * Accident No.: DCA24MA063

FAILURE NEAR PORTLAND, OREGON *

ON JANUARY 5, 2024 *

*

* * * * *

Interview of: [REDACTED] Flight Attendant

Alaska Airlines

Portland, Oregon

Monday,
January 8, 2024

APPEARANCES:

JASON FEDOK, Lead Survival Factors Investigator
National Transportation Safety Board

DUJUAN SEVILLIAN, Ph.D., Human Performance Investigator
National Transportation Safety Board

GERI JARRETT, Director, In-Flight Safety and Compliance
Alaska Airlines

KALIKO HOWELL, Manager, Policy and Procedure for
In-Flight
Alaska Airlines

BRUCE WALLACE, Associate Technical Fellow
The Boeing Company

STEVE VINCENT
Association of Flight Attendants

GIFFORD BEUKER, Aviation Safety
Federal Aviation Administration

TAMARA CASTEEL
Personal representative for [REDACTED]

I N D E X

<u>ITEM</u>	<u>PAGE</u>
Interview of [REDACTED]	
By Mr. Fedok	9
By Dr. Sevillian	41
By Ms. Jarrett	45
By Mr. Howell	47
By Mr. Wallace	48
By Mr. Vincent	52
By Mr. Beuker	53
By Mr. Fedok	57
By Dr. Sevillian	65
By Mr. Beuker	66
By Mr. Howell	67

I N T E R V I E W

(11:08 a.m.)

1
2
3 MR. FEDOK: I'm a survival factors investigator with the NTSB
4 and we are the federal agency who is investigating this event and
5 we have a whole lot of other people around the table here, I'll
6 let them introduce themselves in a second. But I just want to
7 give you a little bit of information about what we're doing and
8 who we are and why we do these things.

9 So the NTSB is a small federal agency and our primary task is
10 to investigate accidents and incidents from a safety perspective,
11 gather all the information we can, analyze that information and
12 make safety improvements. So we can do that through safety
13 recommendations, we can also have the other organizations involved
14 in our investigation make changes even faster than we can. So the
15 information you're providing here today is not going to be used
16 for any sort of regulatory, any sort of enforcement actions, all
17 those sorts of things, this is strictly safety and all we want to
18 do is get as much information as you can provide to help us, guide
19 us to any problems that may have arisen for you guys as a crew on
20 the aircraft and try to make those -- get solutions for those as
21 quickly as we can, does that make sense?

22 [REDACTED] Um-hum.

23 MR. FEDOK: Okay. So what we're going to do here is I'll let
24 everybody go around the table and introduce themselves, but we
25 work in what's known as the party system and that brings in

1 organizations from outside the federal government, namely, the
2 airline, in this case Alaska; we've got Boeing Company; we have
3 the Association of Flight Attendants, other parties that can bring
4 information to help us understand the different aspects of those
5 organizations. So the AFA obviously brings a wealth of knowledge
6 about flight attendants; Alaska knows their policies, procedures,
7 their -- all those sorts of things; The Boeing Company obviously
8 knows the airplanes.

9 We bring all these parties in to help us gather this
10 information and analyze this -- or gather the information and then
11 the NTSB goes back and analyzes this information and ultimately,
12 we will determine the probable cause of what happened on your
13 aircraft and we will issue a final report that explains it to the
14 world and that will be a public document. What we're doing today
15 is the initial fact finding of that investigation, so talking to
16 the people who experienced these things is critical to get that
17 information and get an accurate description of that, what that is.

18 So Mr. Sevillian, Dr. Sevillian, who's here, has an audio
19 recorder running, I have a backup running here in my office, so
20 what we're ultimately going to do is take your interview and make
21 a transcription out of it so it's as accurate as we can be and
22 then ultimately, that will be an attachment to my factual report
23 for the entire cabin safety documentation of the aircraft and that
24 will ultimately be a public document available to -- you know, to
25 the public in, you know, 12 months or so thereabouts, it takes us

1 generally about a year to get through one of these long
2 investigations. Does that make sense?

3 [REDACTED] So what I say is going to be made public to
4 everybody?

5 MR. FEDOK: The transcript of this interview, as an
6 attachment to my factual report which will be placed in a public
7 docket. What we don't do in our final report is we only take a
8 summary of the information that's provided for the final report
9 that will come out in a year but yes, in the NTSB public docket
10 there will be a transcript of this particular interview.

11 [REDACTED] Okay.

12 MR. VINCENT: But it's kind of buried, too.

13 MR. FEDOK: Sorry. I'm going to let everybody go ahead
14 around the table introduce themselves and then I'll be back.

15 Go ahead, Dr. Sevillian.

16 MR. SEVILLIAN: Dujuan Sevillian, I'm a senior human
17 performance investigator for the NTSB.

18 MS. JARRETT: Good morning, Geri Jarrett. I am the Director
19 of In-Flight Safety and Compliance at Alaska.

20 MR. HOWELL: Hi there, Kaliko Howell, Manager of Policy and
21 Procedure for In-Flight, Alaska.

22 MR. WALLACE: Good morning, I'm -- it is still morning? Yes.
23 I'm Bruce Wallace of The Boeing Company, I am an interior --
24 interiors engineer as well as cabin safety, and I want to say I
25 appreciate what you do in your role to keep our airplanes safe and

1 the cabin safe and I really appreciate that you're doing this with
2 us, like Jason had mentioned, it is very important and you've got
3 all the knowledge that really helps us with these investigations,
4 so thank you.

5 MR. VINCENT: I'm Steve Vincent, good morning. I'm with the
6 Association of Flight Attendants and I thank you so much for
7 coming in and putting up with us, we're so happy to have you, so
8 much to learn from you.

9 MR. BEUKER: I'm Giff Beuker, I'm with the FAA. We partner
10 with the NTSB on these things because we also want to know are
11 there guidance materials, regulatory changes that need to occur
12 based on what we learn from how this event unrolls and how people
13 behave, that sort of thing. This group doesn't determine why
14 something went wrong with the airplane but we look at how did
15 everything perform and can we do anything different, can we make
16 recommendations or are there things about the airplane that we
17 might want to make recommendations on. So you, being one of the
18 key players and being the eyewitness, the fact that you're here is
19 so hugely helpful for us, I just can't thank you enough for that
20 piece.

21 (Crosstalk)

22 MR. FEDOK: Well, with that, yeah, I'd like to -- so
23 [REDACTED] if you could -- if you could state and spell your name
24 for us to make sure we get that correct.

25 [REDACTED]

1 You'll probably want to use my middle initial, [REDACTED] like [REDACTED],
2 it's because there are two [REDACTED] at my base.

3 MR. FEDOK: Thank you. And you brought a personal
4 representative to be with you today, can she state her name and
5 spell it, as well, just so we have that?

6 MS. CASTEEL: Yes, it's Tamara, T-a-m-a-r-a, Casteel,
7 C-a-s-t-two e's-one l.

8 MR. FEDOK: Great. Thank you so much. So [REDACTED] we've
9 gotten an opportunity to talk to your fellow crew members so we
10 have some idea of what went on in the cabin, but each person
11 brings a unique perspective and we want to hear from you the
12 entire experience that you went through in your own words, so the
13 easiest way to do this for us is to let you tell your experience
14 from beginning to end.

15 In fact, I'd like you to start, if you can remember, Friday
16 morning and from, you know, what time you went to bed Thursday
17 night and what time you got up Friday morning, tell me about your
18 day, getting to the airport, any times you can remember, getting
19 on the airplane. Take us through, you know, preflight on the
20 aircraft, all the way to the time you depart the aircraft, we'd
21 like to hear all of that. And what we're going to do is just be
22 quiet and not interrupt you and let you go through the day and
23 then what we'll do is I'll walk back through it with you, step by
24 step, so if you remember anything and make sure I get it correct,
25 if you remember anything additionally you can add it in there and

1 then we'll go around the table once or twice and let people ask
2 other questions to follow up and then we'll let you -- let you get
3 out of here, does that sound fair?

4 [REDACTED] Sure.

5 INTERVIEW OF [REDACTED]

6 BY MR. FEDOK:

7 Q. Okay. So why don't you go ahead, I'm going to put myself on
8 mute here, but I'm listening to it all and taking some notes, and
9 just start us off with the morning, how you -- what time you went
10 to bed the night before, what time you got up in the morning and
11 then walk us through the day. Take your time and if you do need
12 to pause to take a break, get a drink of water, go to the
13 bathroom, we're completely flexible and here for you, okay?

14 A. Okay.

15 Q. Go right ahead.

16 A. The night before I had been coming back from Kona, doing a
17 work trip from Kona. So we arrived, landed, I want to say, a
18 little bit after 11:00 p.m. and from there, I actually had one of
19 my best friends with me, she came with me on that work trip, so
20 that was nice. So I had her. We took the employee bus back to
21 the lot and then I dropped her off and went home. Let's see. I
22 knew that the flight wasn't until -- the check-in time was 3:40
23 p.m. the following day, I'm kind of a late night person, so I was
24 up for a couple more hours just watching TV. I got up probably
25 11:00 or 12:00, I don't recall exactly what time. I went for a

1 run and then got ready, like normal, and headed to the airport.
2 Got to the airport, I went down to the crew room, I had something
3 to drop off in the mailroom and then -- let's see, I came back up,
4 I went to the gate. As I was going to the gate, I saw [REDACTED], he
5 was on the phone. I waved to him, checked in, got on the plane,
6 as normal. I was pretty early, so I went to the back and I was
7 the C position, there's a lot of equipment to check, so I went and
8 got that done and then came up and waited for everybody to be
9 there.

10 We did our standard briefing and then -- let's see. We were
11 delayed going out a little bit, I believe. I'm trying to recall
12 all that, those details, they seem so minor at this time. I was
13 the C, so I was in the back when boarding started, setting up the
14 cart as we usually do. Let's see. Things that stood out to me, I
15 guess, we had four UMs, one was in Row 7 and three were in the
16 back, Row 32 I believe it was, A, B, and C.

17 That was a big thing because we had -- one of the UMs was
18 very, very small and he was, I don't know, maybe five. I never
19 got his age, but he was very tiny. And I had finished setting up
20 the cart and [REDACTED] was in the back, had brought [NAME
21 REDACTED]. [REDACTED] had already briefed the other two UMs, but we
22 were delayed going out, something was causing it to be late, and
23 we were needing to get the door shut and [REDACTED] needed to go up and
24 brief the emergency rows and asked [REDACTED] to brief [NAME
25 REDACTED]. So she briefed the little boy and I was talking to

1 him, too, because he seemed a little bit scared. He was five and
2 apparently this was his first flight, which I did know that. She
3 was briefing him and she wasn't sure if he was understanding or if
4 he was a primary Spanish speaker, but we had a Spanish-speaking
5 family right next to him and they were speaking to him, too, and
6 after she got done briefing him, I said hello to him and I was
7 just asking him, I was like oh, okay and I have very little
8 Spanish, but I was just like, you know, trying to be friendly, you
9 know, he's a little boy and just smiling at him and I was like no
10 te comprendo and he was like um-hum and I was like oh, do you
11 speak English, too, and he's like uh-huh and I was like okay,
12 great.

13 And I was like well, it's going to be great, you know, my
14 name is [REDACTED] and then he was just -- and then he was like more
15 open to talking and -- or just -- and I asked him if he needed
16 anything and he's like I'm hungry and I was like I'll get you
17 snacks up in the air, we got stuff for you, we'll get you soda and
18 all that.

19 And then he was briefed and we got the cabin settled, bags
20 away, compliance, and then we closed the flights, did our doors,
21 did our demo, everything was standard just like any other day.
22 After our demo, we go to the back, me and [REDACTED], we get ready,
23 prepared, just like any other day, get ready for takeoff. After
24 we take off, at 10,000 feet I got up and I unlocked the bathrooms
25 and then I came back to my seat and I put my seatbelt on again,

1 which I don't usually do because usually we get up and start
2 changing our shoes, putting on our apron, getting our stuff ready,
3 getting service ready, doing all that, but because of my flight in
4 from Kona the last night, it had been bumpy and so in my head I
5 was just thinking well, you know, it was bumpy coming in last
6 night, might as well just put on my seatbelt for a little bit.
7 I'm really, really thankful I did. And me and [REDACTED] were just
8 chit-chatting for a minute, maybe two, and then it -- it sounded
9 like a cannon went off and I looked to my right and there was just
10 a big gust of air with some debris in it, just like poof, and me
11 and [REDACTED] just look at each other like in disbelief.

12 The masks dropped and it just -- it felt like an eternity of
13 just disbelief, realizing oh my gosh and we pulled the masks down
14 because they were right in front of us and we put them on. We
15 have no idea what's happening at this point, we're just in our
16 jump seats, belted, with our masks on. And then it was so loud.

17 My understanding is that the emergency announcement went off,
18 but I did not hear it at all. I believe [REDACTED] said he heard it
19 and I believe [REDACTED] said he heard it, but I didn't hear it at all
20 or the Spanish one. After that, we didn't -- I believe [REDACTED]
21 called to the back, because I got on the PA, on the phone with
22 them and they were trying to figure out what happened and the
23 pilots weren't on and we couldn't hear from the pilots and that is
24 something that continued and we couldn't make contact with the
25 pilots. And it was just chaotic. Getting off the phone with [REDACTED]

1 and looking at -- down the aisle, I could see people standing up.
2 It looked -- it looked so far away at the time, how far down it
3 was. People were standing up and I got on the PA and I said make
4 sure you're seated, you guys need to be seated with your seatbelts
5 fastened, put the mask over your nose and mouth and make sure the
6 mask is over your nose and mouth and I repeated that and then I
7 got off the PA and me and [REDACTED] were, I guess, communicating
8 amongst each other like we have to check on that kid because that
9 was the biggest concern was that there was this little tiny guy
10 with no one to make sure that he had his mask on and fit properly
11 and it was just -- we were so concerned.

12 There was four kids, I couldn't worry about the one up front,
13 but there was three in the back and the two older ones, the 17-
14 and 12-year-old brothers, so I know they had each other, but the
15 little one didn't have anybody and I knew that he wasn't going to
16 be anybody else's primary concern because there was families all
17 around and they were going to be concerned with their children.

18 [REDACTED] was getting the portable, the POB, and I knew that I
19 needed to check on the kid and I couldn't wait for that. And so
20 my thought was, in training they tell us to do kind of like the
21 monkey bar method of going from mask to mask, which is utterly
22 ridiculous in practice. Trying to go from my mask from the jump
23 seat to get to the mask in Row 34, they're all bundled up and I'm
24 shouting at the people "give me that mask, give me that mask,"
25 they don't understand, I'm pointing and I'm "give me that mask."

1 They finally get it, I untangle it, I put that mask on me and then
2 I try to go to the next row and do that and they are not
3 understanding me, they're not -- they're all mixed up, they're all
4 tangled, there's no way in an -- it's such a horrible practice. I
5 didn't have time to take -- to go from each mask before getting to
6 this kid, which he wasn't even far away and so in my head I just
7 said screw it, like, I got to get to this kid. I took off the
8 mask because they do not extend far, it -- they don't go far
9 enough.

10 So I couldn't be in that one mask and get to this kid, so I
11 took my mask off and then I got to [NAME REDACTED] and I got down
12 to him and he was such a good little boy, he had the mask, he was
13 holding it with his hands over his nose and mouth, but it was so
14 gaping around the sides, it was so loose, and I just grabbed him
15 and I was like everything is going to be okay, it's okay.

16 And I tightened his mask and I told him and the other boys, I
17 was like you guys are doing so good, you're doing so good, it's
18 going to be okay, we're going to, you know, just sit here, your
19 seatbelts are on, make sure your masks are over your nose and
20 mouth and I just like grabbed his hand and I'm like you're doing
21 great. And it was at that time that I stood up and I looked down
22 the aisle and I saw that -- like women's hair were blowing in the
23 wind and like other things were blowing in the wind and why the
24 hell is there wind and that's when I see that there's a giant hole
25 in the plane, I did not know at that time until then that there

1 was a hole in the plane. And I rushed to the back again to put on
2 my mask and I just remember it being kind of surreal because I was
3 feeling the effects of not wearing a mask, I felt really
4 lightheaded and I don't believe I was without a mask for that
5 long, but I felt it. At some point in that time period [REDACTED] had
6 gotten a hold of the POB and he was trying to put it on and he had
7 taken his jump seat mask off and was fiddling with this POB, which
8 is another thing that needs to change, this.

9 He could not get this little flimsy plastic mask over his
10 face and he was fiddling with it and fiddling with it and fiddling
11 with it and in a panic, it's just too time consuming. And I saw
12 that he was struggling with that and I grabbed his jump seat mask
13 and I said -- and I put it on him and I put it over his head and I
14 was like until you get that figured out, wear this. And then he
15 finally got the POB mask on, figured it out, and I believe that's
16 when he went out into the cabin to go check out the hole.

17 And the PA rang again and I picked up and I believe it was me
18 and [REDACTED] talking about what's going on, I said there's a hole,
19 there's a hole in the plane, where are the pilots, what's going on
20 with the pilots, do the pilots know there's a hole in the plane
21 and I'm like pilots, where are you, pilots, are you on, because
22 usually they're on our calls. And I'm like pilots, where are you,
23 pilots, and we're not hearing anything from them, we have no
24 contact with them, no idea if they are alive, conscious, do they
25 know there's a hole in the plane, we didn't change altitudes or

1 anything, as far as we knew, nothing had changed in their eyes
2 because we hadn't made contact and nothing -- in my perception and
3 understanding when there is an explosive decompression, I would've
4 thought that we would have to get to a lower altitude really fast,
5 that I'd feel a plane jolt, but that didn't happen, so it was just
6 -- we had no idea if the pilot -- what was going on with the
7 pilots. At that time I think, I think I was still on the PA when
8 [REDACTED] came to the back and he was like, I think -- I think we lost
9 passengers out the window and I relayed that to [REDACTED] I was like
10 we think -- we think passengers went out the window.

11 And then that's when [REDACTED] was in the back and he started to
12 panic a little bit and I know he was emotional, just that I think
13 we lost passengers out the window, I think we lost passengers out
14 the window, and I remember just telling him we can't think about
15 that right now, we have all these other passengers we have to take
16 care of, we'll deal with that later.

17 And I remember just going out in the cabin because I know
18 that these people want to hear from us or anybody, they just want
19 any kind of guidance because the pilots didn't come on at all and,
20 you know, hindsight they were doing stuff, but I just went in the
21 back of the cabin a little bit and I just started shouting you
22 guys are doing really good, you guys are doing great, remain calm,
23 keep your mask over your nose and mouth, make sure your seatbelts
24 are on and I'm just telling that they were doing a really good
25 job. And then coming to the back again. And then I remember

1 being on the PA again, talking with [REDACTED] just trying to check in
2 and just again, be like where are the pilots, what's going on with
3 the pilots, and then finally, we hear -- all I hear is, we're
4 turning back around. That's all we heard, so that at least let us
5 know that they're alive up there, they're conscious, they're aware
6 of something and we're turning back around; after that, I don't
7 know what we're doing. Backing up a little bit, before I had gone
8 and checked on [NAME REDACTED], I remember seeing passengers
9 standing up in the aisle and me telling them to sit down, put on
10 their seatbelts, mask over their nose and mouth, it was also
11 because I saw [REDACTED]

12 I didn't know why, I don't know why I'm seeing her out there,
13 and I see people moving, a couple passengers were moving seats,
14 which I understand they're scared, but at that point we didn't
15 know if they were going to fly out the window, but they didn't.

16 And after they got seated and we couldn't see any debris
17 going out the window, that is -- that was kind of, I think, me and
18 [REDACTED] indicator of like okay, we can get out there a little bit
19 because things are not flying out the window, we must be lower
20 enough that we can at least go out and check. When they told us
21 that we were going to turn back around, that's when we started to
22 prepare for landing and in the chaos, thinking about it, I -- we
23 didn't check the bathrooms and that really -- I'm so thankful
24 there was nobody in there. When we were preparing to land, as far
25 as we knew, because me and [REDACTED] in the back, didn't really have

1 any indicators and we couldn't tell if we were -- how quickly we
2 were descending. We didn't hear landing gear so we didn't really
3 know where we were at in terms of landing and that was very scary,
4 we knew we were going to land, we didn't have any indicator of how
5 quickly that was going to be. We were on our jump seats, belted.
6 We attempted to get on the phone, [REDACTED] was trying to get a hold
7 of Anu and the Internet and no service was working, it would say
8 it was working and then it wasn't working and so I tried mine and
9 I did get a call out real quick and Anu picked up and she said
10 that she did get [REDACTED] message through chat and I said okay.

11 I don't even really remember what I said, I just said we had
12 a decompression, we're coming in, we're landing and she said thank
13 you, we'll have everybody there ready to go and that was that.
14 When preparing for landing, it was getting really hot, it was
15 really hot in the back and we were coming in really fast and me
16 and him started talking about what we were going to do if we had
17 to do an evacuation.

18 And so we were briefing each other with if we have to do an
19 emergency evacuation that he would go to the passengers and I
20 would stay back there because I told him I was like, the first
21 thing we're going to -- as soon as we land, they're not going to
22 wait, they're going to -- they're going to want to escape, they're
23 going to get up and they're going to try to escape and that could
24 be opening an window and like we jump, coming back here, I was
25 like one of us is going to have to jump up immediately and go

1 communicate. So we talked about we'd wait to hear from the
2 pilots, and I -- we were coming in so fast and it was so hot and
3 just, it smelled so heavily of burning rubber and it just -- it
4 was so scary just thinking that even though we made it through
5 that now it might explode or have a fire on the ground. But we
6 came to a screeching halt, it was much more jarring than usual.
7 At that point I think we got a call from the pilots and they told
8 us we're going to get to the gate and deplane and do a regular
9 deplaning.

10 And I believe that was right after we got to the ground
11 because right after that I jumped up and I went to the back, I
12 just jumped up and went to the back passengers because I knew they
13 were going to try to do what they do is grab all their bags and
14 escape, and I just yelled stay seated, we're going to deplane,
15 everything's okay, remain seated. And they did, they listened.
16 They were really good passengers, they really listened to us.

17 When we got to the gate -- before we got to the gate, we
18 still didn't know if we had lost passengers out the window and I
19 remember running out to where the hole was and just yelling is
20 everybody here, is everybody here, do we have everybody here? It
21 was so hard to want to ask them are we missing anybody without
22 saying did anybody fly out the window, I didn't want those words
23 to come out of my mouth and I just was going in sections, like is
24 everybody here, are all the people you travel with here, is all
25 your people here and everybody said yes, yes, yes and then I was

1 giving a thumbs up to the front, like everybody's here,
2 everybody's here, we're not missing anybody. And we needed to
3 know the injuries and I was shouting who's injured, is anybody
4 injured, and there was a kid, probably 16, who was originally in
5 25 A, who had moved over to the other side of the cabin and he had
6 scrapes on his arm, he was missing his shirt, apparently his shirt
7 got swooped off him when the explosion happened. And then the guy
8 in 27 Alpha, he had injuries to his leg, I couldn't tell how bad,
9 but he did, and those were the only two passengers that said they
10 had injuries.

11 The guy in 26 Charlie, I'm asking him are you okay, because
12 he's the closest to this whole thing and I don't know if he was
13 just in shock, but he was so chill about everything and he was so
14 just okay. So when we got to the gate, we told everybody to
15 remain seated so that the EMTs could come on board and check out
16 these injured people.

17 And I believe there was a family in like 32 D, E, and F that
18 had a little girl that I think dad may have just been really
19 worried, but he was saying that she had -- she was not able to
20 hear or something like that, so I don't know if they took them off
21 the plane first, too. I believe those were the first three groups
22 to go. After that, people started to deplane, as usual. They
23 were really appreciative towards us, they were saying thank you
24 and I remember this one particular passenger had come to the back
25 prior to us leaving and she used the bathroom, her name is [NAME

1 REDACTED], and she had -- she was just trying to like be silly and
2 tell me like people call her [NAME REDACTED] and I mention that
3 because upon deplaning I saw her again, she was in the back, and I
4 was like hey, [NAME REDACTED] and she was like hey, this is
5 [NAME REDACTED] and I got to meet her husband and just that they
6 could still -- she could still smile. Oh, gosh. And before all
7 that -- oh, before that landing, I ran out again for the kids. I
8 ran out -- I'm trying to remember at what point. I think the same
9 point when I told everybody to remain seated, right after, when we
10 were still moving, I said remain seated with your seatbelts
11 fastened.

12 I came over to the kids again, I said you guys are doing
13 great. I sat down with [NAME REDACTED] and he's just so good,
14 just smiling and just like he's totally okay. In hindsight, it
15 occurred to me that I think he was so okay because he was so small
16 he couldn't see over the seat and it just -- I'm just so thankful
17 because I think he was so calm because he had no idea there was a
18 hole in the plane because he couldn't see over the seat, because I
19 know the boys next to him could because they were crying during
20 the flight and -- because they could see, but [NAME REDACTED], as
21 far as he could tell, this was his first flight, those masks
22 dropped, he did exactly what he was supposed to do and he -- he
23 couldn't tell that there was a hole. And when we -- when we ended
24 up walking him up to leave -- well, I had given them snacks when
25 we got on the ground because I know [NAME REDACTED] had said that

1 he was hungry, so I grabbed some pretzels and I gave them to the
2 three boys and I was like hey, I know you guys are hungry, just
3 have this for now because I didn't know, like, how long they were
4 going to be on the ground deplaning or what the protocol is, but
5 -- so they just sat there and ate their snacks. When they started
6 to deplane, I believe [REDACTED] popped on the PA and said, he was
7 making an announcement to the UMs and I think it was particularly
8 for the one in 7 because she was separated, that -- to come sit in
9 first class and wait, because usually they're the last ones off
10 the plane with us.

11 So the boys in the back, they knew that they were going to be
12 off with us, we always tell them that in the briefing. I had --
13 and as soon as he said that on the PA, I had come up, I had said
14 hey, you guys just sit still and he's saying that to the other
15 one, you guys will come off with us and they understood that.
16 When we were deplaning, we got the boys and all their bags, they
17 all had big suitcases with them, they had a lot of stuff, and we
18 were helping just -- putting [NAME REDACTED]'s little backpack on
19 him, he was so cute. And he was ready to go.

20 [REDACTED] came to the back and helped [NAME REDACTED] and the
21 other boys were following with suitcases and [REDACTED] said that when
22 he was bringing [NAME REDACTED] up, [NAME REDACTED] just stopped
23 and looked at the hole and [REDACTED] was like come on. So I think that
24 was -- I just wonder, in his head, like what happened because he
25 had no idea the hole's there until he's like walking -- I'm so

1 thankful that he had no idea. And as we're helping the other
2 boys, the two brothers, off with their suitcases, there's also
3 other suitcases, like a couple other people just must have said
4 screw it and left their suitcases because there was like two left-
5 behind suitcases, we brought those up. At that point, the kids
6 had gone up front and the captain was coming to the back and we
7 were looking at the hole and what happened and we were talking and
8 then -- I can't remember who it was, but someone was like hey,
9 just be aware, we still have passengers on because we have an
10 aisle chair which they failed to put in the notes.

11 I remember, upon boarding, seeing in block-to-block notes
12 like, just because I happened to look, that they were holding
13 boarding until the aisle chair got off and I remember looking on
14 block-to-block and this happens all the time, where they don't
15 update it so it shows an aisle chair, and I remember putting in
16 block-to-block we need to update this so it shows an aisle chair
17 because it's important to know and it happens often where they
18 don't indicate it, because we also need to indicate it so we know
19 also, so there's an aisle chair waiting for them when we hit the
20 ground.

21 I stayed towards the back, though, while those passengers
22 were on. At that point it didn't occur to me why they were on
23 here until someone came to the back and I was like why do we still
24 have passengers on board and they were like oh, it's an aisle
25 chair and I was like oh, yeah, I forgot about that because it

1 wasn't in there. At that point, me and [REDACTED] were looking at
2 other parts of the airplane, we looked in the -- because we had
3 looked in the bathrooms. I wish we had been more diligent about
4 that while we were up in the air. There was paneling at the back
5 seat of 32, behind the boys, that had blown away, had blown out,
6 it was pieces, it was like behind their seat against the wall.
7 There was paneling at like 32 Frank that was shifted and moved.
8 And we were just looking at all the different places that were
9 affected, we were looking at the hole.

10 We looked in our block-to-block at that time and saw that no
11 one was booked for that A and B seat, which is beyond fortunate,
12 we're beyond fortunate that that passenger in C didn't do what
13 normal people do, which is undo their seat belt and lay down, we
14 were so fortunate that he didn't do that, we were so fortunate
15 that [REDACTED] wasn't up walking to the back of the cabin to do
16 service, we're so fortunate there wasn't a lap child next to that
17 window because we did have one on the other side. That was one of
18 the issues when I was trying to do the masks was I was trying to
19 grab one on the opposite side of the kids but they did have a lap
20 child, it took me a minute to realize that. We got so lucky. I'm
21 just trying to remember.

22 Q. You're doing -- yeah, you're doing great, [REDACTED] If
23 there's anything else, you know what, why don't you take a
24 breather and I'll start walking back through this and that will
25 probably evoke some memories for you of things you want to fill in

1 and maybe when we get to the end, you'll have some additional
2 thoughts, but that was fabulous. I've done a lot of flight
3 attendant interviews in my day and that was as thorough as they
4 come, so thank you for spending that time with us. And I'm going
5 to walk through here and hit the high points and make sure, number
6 one, that I got everything correct and two, if you remember
7 anything, please fill in "oh, I remember this" or give me more
8 information. So you had flown back from Kona the night before.
9 In the days prior to the event flight, what was your flying
10 schedule, had you been flying a lot?

11 A. I had actually -- I usually fly a lot, but I had taken off, I
12 hadn't flown since the 28th of December, prior -- there's that and
13 Kona, and actually, that flight on the 28th of December was a Max
14 that we had to ferry to Ft. Lauderdale because the L-2 door didn't
15 open and close properly, so that was a thing, too. So that was my
16 last flight of '23 and then Kona was my next flight and that was
17 on the 3rd and 4th.

18 Q. You went out on the 3rd and back on the 4th? Is that right?

19 A. Yeah.

20 Q. And you said you got back about 11:00 p.m. local time --

21 A. Yeah.

22 Q. -- and had a friend with you.

23 A. Um-hum.

24 Q. And you guys went -- you took the bus to the lot and you
25 dropped off your friend and went home and I imagine you got home

1 pretty late but you're a night owl anyway, it sounds like, and you
2 stayed up -- do you remember what time you went to bed, roughly?

3 A. Three.

4 Q. Three, okay. And then you were up at 11:00. You knew you
5 had a flight, 3:40 check-in the next day. You got up around
6 11:00, 12:00, you went for a run, got yourself ready to go and
7 then drove to the airport, do you remember what time you arrived
8 at the airport?

9 A. My check-in was 3:40, I got there earlier than that, probably
10 like 3:30.

11 Q. Okay. And when you got to the airplane you said you saw
12 [REDACTED] on the phone, was he on the aircraft already?

13 A. No, no, no. He was across the gate --

14 Q. No.

15 A. -- because I was so early.

16 Q. Okay.

17 A. I'm not usually that early. I just happened to be because I
18 knew I needed to go down below to the crew room, so that's why I
19 was there early and I was at C-7 and he was across from the gate,
20 just -- I saw him on the phone and I just waved to him, we were so
21 early.

22 Q. Okay. And when you boarded, was there any other crew members
23 on, flight or cabin crew?

24 A. Yeah. [REDACTED] was on there and actually, there was someone
25 doing, I think it was like a -- one of the cleaner leads or

1 something, they were doing an inspection of the cleaning that had
2 been done because I step on and say hi to [REDACTED] and I was like
3 who's that and he said oh, they're doing an inspection of like,
4 the cleaners, of how they -- of how clean the plane was, which
5 there was a lot of stuff, the person on there even had mentioned
6 to me, because I remember walking in the back and there was just
7 like a pretzel on the ground in the aisle and I just remember
8 kicking it to the side because that's -- we deal with this all the
9 time, it's not that clean. I'm not there to clean, I kicked it
10 aside because I'm like okay, the passengers are going to come on,
11 I don't want that to be the first thing they see, so -- and then I
12 remember going to the back and the gal had come over to grab it, I
13 guess, and she's like did you pick it up and I was like oh, no, I
14 kicked it under the seat, so --

15 (Laughter.)

16 [REDACTED] Because there was like a couple areas that were
17 dirty.

18 BY MR. FEDOK:

19 Q. Got it. Okay. And you mentioned you were in the back for
20 boarding. Prior to that you had a briefing with [REDACTED] is that
21 right? Anything that you recall that's unusual about your crew
22 brief?

23 A. Well, first I had just said hello to [REDACTED] in the front and
24 then I went to the back and put my stuff down and I checked all my
25 equipment, I was like I'll get that out of the way and, you know,

1 waste and water's good, and then I -- and then I got my like
2 phone, just come up front and wait for the rest and then we did
3 our briefing there in first class, which is what we usually do.

4 Q. Okay. And you had the UMs on board, you mentioned the three
5 in the back, 32 Alpha, Bravo, Charlie, and then the one in Row 7
6 and you mentioned the interaction you had with the five-year-old
7 who was in Charlie, the aisle seat, is that right?

8 A. Um-hum.

9 Q. And you mentioned [REDACTED] was doing the demo for him and it
10 seemed like perhaps he wasn't -- wasn't getting it but eventually
11 you guys, through various means, were able to determine he did
12 understand and spoke English and he got the full demo that he was
13 required, correct?

14 A. Yeah, he was paying attention, it just wasn't -- he like did
15 his seatbelt and everything, but it just wasn't clear because he's
16 a little kid, he's probably just shy and intimidated.

17 Q. Got it, okay. And you -- you mentioned he was hungry, so you
18 were going to get him snacks and soda when you got up in the air,
19 the -- basically, the cabin settled down, you checked the bags,
20 the compliance, closed the flight, and you guys did your demo and
21 started for an uneventful taxi and takeoff through 10,000 feet, is
22 that correct?

23 A. Um-hum.

24 Q. Okay. And after the 10,000 chime, you got up and unlocked --
25 there's two bathrooms back there, right?

1 A. Three.

2 Q. Two lavatories?

3 A. Three bathrooms.

4 Q. Three, okay. And you unlocked all three?

5 A. I did.

6 Q. Okay. And then you sat back down and put your seatbelt on,
7 which is something you don't normally do but based on your
8 experience the previous evening coming in, you knew it might be
9 bumpy. Was it indeed turbulent during that portion?

10 A. Not particularly that stood out to me.

11 Q. Okay.

12 A. The time between me sitting down and the explosion was so
13 fast, but I don't recall it being as bumpy, I just felt prompted
14 to do it from the day before.

15 Q. Okay. And you said you only had about one or two minutes of
16 chit-chat with [REDACTED] and then what I heard you say was you
17 thought a cannon went off, it was that loud, that's sort of the
18 noise that you heard.

19 A. Um-hum.

20 Q. And you looked to your right because you're seated aircraft
21 left, right?

22 A. Correct. Well, aircraft right.

23 Q. Sorry, right. Aircraft right but outboard seat --

24 (Crosstalk)

25 [REDACTED] Yeah, but I'm facing to aft.

1 BY MR. FEDOK:

2 Q. All right. So you looked to your right toward the aisle and
3 saw what looked like a rush of wind and dust and debris coming
4 sort of down the aisle into the galley, is that right?

5 A. Right.

6 Q. And at that point, the masks dropped down and you said you
7 pulled your mask and put it on, didn't necessarily understand what
8 was happening at that time, though, right?

9 A. Correct. It was just like disbelief.

10 Q. Yeah. Did you notice anything about a lighting change in the
11 cabin during that?

12 A. Not particularly and that was something we talked about is
13 like maybe I'm just not recalling it. [REDACTED] I know [REDACTED] had
14 mentioned that he doesn't know if like he -- something happened
15 where he thought it went black or the lights changed or whatnot.
16 Maybe they flickered. It's not a strong part of my memory --

17 Q. That's fine.

18 A. -- because the lights were so bright the whole flight, like
19 even when we were in the air with the hole in the wall, the lights
20 were on bright, I could clearly see everything.

21 Q. Okay. And you also have no recollection of hearing any
22 emergency announcements, the automated message or anything like
23 that, correct?

24 A. No. But that --

25 Q. Okay.

1 A. I'm thinking because of that loud noise, that I had tuned it
2 out or I wasn't hearing it or -- I'm not sure.

3 Q. Okay. That's fine. But shortly thereafter, [REDACTED] called back
4 on the interphone and you answered and were on the phone with him
5 for a bit and trying to make contact with the pilots --

6 A. Yes.

7 Q. -- you were asking for the pilots, whether they're hearing
8 you and weren't getting any response from them. Could you hear
9 [REDACTED] okay?

10 A. I could hear [REDACTED]

11 Q. And can you tell me again, what do you remember him telling
12 you on that initial call?

13 A. I think just trying to figure out what's going on, we didn't
14 know.

15 Q. Okay. And from your seat, I understand being outboard, it
16 would be difficult for you to look down the aisle to see
17 passengers, but at some point you were able to look down the aisle
18 and see people who were standing up, can you tell me how that
19 happened?

20 A. When the masks came down, I put on my mask but then as soon
21 as I had my mask on I took off my seatbelt and jumped up to see
22 what's going on, to see what I could see, and at brief, looking
23 down the aisle, I didn't see anything outside the norm other than
24 masks had fallen and people were putting them on.

25 Q. Okay. And is that even before [REDACTED] called back?

1 A. Yes.

2 Q. So you made a PA then, it sounds like, to tell them to remain
3 seated and to put their mask over their nose and mouth, do you
4 think that was also before [REDACTED] called back?

5 A. I think it was, but I can't pinpoint that right now.

6 Q. That's fine. And at some point during this your mind turned
7 towards the unaccompanied minors that were in 32 Alpha, Bravo,
8 Charlie, I think you were having a conversation with [REDACTED] back
9 there about someone needed to check on them and I just want to try
10 to get this sequence, you mentioned [REDACTED] trying to get the POB,
11 so he -- did he leave the galley first to get that and then come
12 back with it and at that point you got up and left, or did you go
13 out first and then he got the POB subsequent to that, do you
14 recall the sequence?

15 A. I don't recall the sequence, I --

16 Q. That's fine.

17 A. I don't recall.

18 Q. Okay.

19 A. I remember us --

20 Q. But at some point --

21 A. -- talking and saying we have to check on the kid, we have to
22 check on the kid. And I think he might've had the -- I'm not 100
23 percent on that.

24 Q. That's fine, no worries. But you saw him at some point with
25 the POB and said you couldn't wait to go check on those UMs and

1 decided to use the monkey bar method that you had learned in
2 training and I have the quote down here that you considered that,
3 after trying to do it, "utterly ridiculous," is that accurate?

4 A. Completely accurate. It's not efficient, that's not -- had
5 we been higher in the air, like -- it's not -- that process needs
6 to change, there is no way. Like, I was thinking about this and I
7 was like if we had just like, I don't know, something, how scuba
8 divers have like a little one that we can just pop up and go
9 because those seconds were -- could've been crucial. If we were
10 higher, there's no way -- the outcome would've been the same but
11 yeah, that's -- they were all tangled together and to have to go
12 from one to another and scream at someone to grab it because I
13 can't reach with this mask on to the next set and keep doing that
14 and then untangle it and then put that one on and then try to do
15 that again and again and again, it's crucial time taken away, it's
16 not effective, it --

17 Q. Okay. And can you tell me where the POBs are stored in the
18 back of that aircraft?

19 A. Yeah, they're --

20 Q. There's more than one?

21 A. Yeah, above 32 A, B, C.

22 Q. Okay. So that would've been above, essentially, the UMs.

23 A. Correct.

24 Q. So you had to get to that seat even to get to a POB, you
25 would've had to use that method, 34, 33, to get to a portable

1 oxygen bottle or the UMs, is that right?

2 A. Yeah, that's why I can't recall if [REDACTED] ran out there and
3 grabbed that or if he did it while I was talking, I just don't
4 remember, it was just chaotic.

5 Q. Okay. I guess my question was going to be did you ever
6 attempt to get those out once you got that far forward in the
7 cabin, did you try to get a POB out?

8 A. No. Because at that point, also, I could see [REDACTED] had
9 one, she was the first to come out of the cabin, out in the cabin,
10 she had a POB. I imagine because that was directly in front of
11 her. So she came out and he had one and I don't know, in my
12 brain, I come out there and handled with the UMs and then it
13 became apparent, we thought we were at a safe altitude to not have
14 -- to not need that for the duration of the flight.

15 Q. Okay. And then your interaction with the -- you said that
16 the two brothers, the older UMs, both had their masks on when you
17 arrived and then the youngest child, the five-year-old, also had
18 his mask on but you described his mask as really large, obviously,
19 for a five-year-old, he did not have the strap around his head --

20 A. He did.

21 Q. -- is that right?

22 A. He did, but --

23 Q. So you put that -- oh, he did?

24 A. He had it over his head, it was just so loose because he has
25 such a small face, it like -- I literally could've stuck my arms

1 through the gaps, so --

2 Q. And so you tightened that up for him?

3 A. Yeah.

4 Q. And once you tightened it, did it seem to be secure, as snug
5 as it could be on his face and stay in place?

6 A. Yeah. I tightened it, I moved it on his face and -- yeah, I
7 made sure that it was tight. And the other boys, they
8 had it --

9 Q. Is there any indication --

10 A. -- already.

11 Q. Okay. Is there any indication for you, as the flight
12 attendant there, to ensure that oxygen is flowing into those
13 masks, any kind of an indication on hoses or anywhere that there's
14 actually oxygen flowing?

15 A. Well, I know that there's supposed to be the green indicator
16 light, but it's not what I was -- it wasn't on my brain, it
17 was --

18 Q. Okay, that's fine.

19 A. -- the masks dropped down, they didn't -- just as expected,
20 it didn't look like there was air going through it, which -- but
21 that's what we are told to expect.

22 Q. And at that point you sort of became aware of the conditions
23 around you, after you had helped the youngest one and noticed the
24 wind whipping through and hair flying and all sorts of things and
25 was wondering why is there wind in the cabin and at that point is

1 when you became aware of the hole in the fuselage. And at that
2 point you went back to the galley and you said you were feeling
3 the effects of being lightheaded, is that right?

4 A. Yeah.

5 Q. Okay. And did you put your mask back on at that point?

6 A. Yeah, I went -- I went directly back there and I put it on.

7 Q. Okay. And at that point you used the interphone again, I
8 think, to call ██████ to inform him of the hole, is that right?

9 A. Either I called him or he called me. I just remember being
10 on there.

11 Q. Okay. That's fine. My question is going to be your ability
12 to communicate to him through the mask --

13 A. It was like constantly --

14 Q. -- did he have trouble hearing you?

15 A. I was pulling it off to communicate more effectively.

16 Q. Okay.

17 A. And that is just -- I think that was just instinctual to just
18 pull it off so that he could hear me.

19 Q. Okay, I understand. And at that point when you came back,
20 you mentioned ██████ still had that POB and was -- I think you said
21 fiddling with the mask and trying to get the mask on his face.

22 A. Yeah, because the mask is this like flimsy piece of sheer
23 plastic that it's like -- basically like Saran wrap, kind of just
24 sheer plastic and it's like stuck together and you can't get it
25 apart to like -- and I mean -- and then, you know, with panic,

1 it's even harder.

2 Q. Got it. But it sounds like he was able to -- you put his --
3 the jump seat mask on to give him oxygen while he was doing that,
4 you said, but eventually he -- it sounded like he was able, he got
5 it figured out and was able to get it on and then went out into
6 the cabin.

7 A. Yeah.

8 Q. Okay. And there were multiple interphone calls, it sounded
9 like two to [REDACTED] and back and forth and your primary concern at
10 this point was where the pilots were, whether they knew there was
11 a hole in the airplane and whether they were still conscious and
12 actually flying the airplane, because you did not feel a change in
13 altitude or, you know, an immediate emergency descent or anything
14 like that, is that accurate?

15 A. Yes.

16 Q. Okay. And I think you made -- oh, this is also when [REDACTED]
17 came back, you both thought you may have lost passengers out the
18 window and relayed that to [REDACTED] on the interphone call, as well.
19 You were -- let's see. You wanted people to hear something from a
20 crew member because they hadn't heard anything from the cockpit
21 crew, so it sounds like you made some PAs or were yelling commands
22 to the back, telling people to remain seated and keep their masks
23 on. Did I capture that fairly? Do you remember if it was a PA or
24 a command?

25 A. I don't recall, I just know I did it. I think at one point I

1 was on the PA and I said it on the PA, and at one point I said it
2 just shouting because, although there was loud noises, it was
3 eerily quiet with no noise from people, there wasn't screaming,
4 there wasn't anything like that. So when I yelled, they all have
5 their masks so they can't -- so they -- my perception is they
6 could hear me and understand.

7 Q. I got it. And then I know you -- before you had done the
8 check there, the passengers, you saw passengers standing and you
9 saw [REDACTED] in the aisle and you mentioned a couple passengers
10 had switched seats, it sounded like, from the left side to the
11 right side.

12 A. Yeah, I couldn't really tell what was going on, but --

13 Q. And then later on --

14 A. Yeah.

15 Q. Right. And at one point later you talked about the passenger
16 in 25 A and you were fairly certain he was one of the ones who
17 moved out of his seat and moved over to the right side of the
18 airplane?

19 A. Yeah, the kid without the shirt.

20 Q. Yeah, okay. At that point you guys -- you got back into your
21 seat and you started to prepare for landing. You mentioned you
22 did not check the bathrooms and wished that you had done that in
23 retrospect. You did not hear landing gear and had no indicator of
24 how quickly you were going to be landing. But eventually there
25 was -- you got information, I believe it was from [REDACTED] that said

1 you're turning around?

2 A. No. That was from the --

3 Q. No?

4 A. -- flight deck. We finally were on -- finally on the PA, I
5 was on the PA with [REDACTED] and I could hear -- because you can kind
6 of hear when another party chimes in, like you hear a "click" or
7 just --

8 Q. Okay.

9 A. And it just -- it was [REDACTED] and he said we're turning
10 around.

11 Q. Okay.

12 A. So I heard it directly --

13 Q. So you got that while -- great, that helps me very much,
14 thank you. So you knew you were going to land and then you were
15 discussing the evac potential with [REDACTED] Your concern was that
16 passengers would be up immediately and want to initiate an
17 evacuation and that the working plan was that [REDACTED] would get up
18 and try to quell that and then you would stay back with the
19 emergency exits and open them as necessary.

20 A. If we were going to have an evac, that he was going to
21 take --

22 Q. Right.

23 A. -- the B position and be aft cabin director and I would stay
24 back, but because we got the call -- I believe we got the call
25 from the captain while we were still moving, because we knew that

1 it was going to be a regular deplaning. So as soon as I had that
2 information, I jumped up and I went in the cabin just to notify
3 the passengers that, you know, stay seated.

4 Q. Okay. And that was a pilot PA that said that you'd meet at
5 the gate or was that an interphone call, do you remember?

6 A. No.

7 Q. That's just fine. But before you got to the gate, do you
8 recall that you -- I think this is when you got up, as you just
9 told us, you went up and were confirming with other passengers
10 that no one had -- was missing on the flight, that everyone had
11 all their traveling companions.

12 A. Yes.

13 Q. And then you gave a thumbs up to the forward cabin, too, to
14 confirm that.

15 A. Hindsight, thinking about it, I think maybe --

16 Q. You also --

17 A. -- maybe because my memory is just -- you know, with the
18 information, when you said that, it may have been that the captain
19 got on the PA and said that, because I'm trying to think of how we
20 got that information so quickly and quite honestly, with my memory
21 I'm not sure, maybe it was that he jumped on and said we're going
22 to have a regular deplaning and that's when I just jumped up, it
23 could've happened that way. I'm not recalling that 100 percent.

24 Q. Okay, that's just fine. But you did check for injuries and
25 you identified the teenager who was in 25 A, who had some scrapes

1 on his arms and shirt had come off. Passenger 27 A, sounded like
2 he had some sort of injury to his leg. But those are the only two
3 identified in your initial sweep of people in that area of the
4 hole, is that correct?

5 A. Yes.

6 Q. Okay. And when the EMTs came on, eventually, after getting
7 to the gate, those two individuals and it sounded like the family
8 from -- with the little girl, from 31 or 32 D, E, F, they were
9 taken off first with the EMTs, is that right?

10 A. Yes.

11 MR. FEDOK: Okay, excellent. I have reached the end of my
12 questions at this point, I'm going to open it up for others and
13 then I'll come back to you and close things out. Dr. Sevillian,
14 would you like to -- to begin with any questions you have, sir?

15 DR. SEVILLIAN: Yes, thank you.

16 BY DR. SEVILLIAN:

17 Q. Thanks for going through that discussion, it's really
18 helpful. After the event, was there any -- what sorts of
19 communication, if any, did you have about the event with the
20 pilots?

21 A. While the end of deplaning, [REDACTED] came back to see the
22 hole, to see what happened, to look at the hole. And then [REDACTED]
23 came back in the midst of deplaning because I stayed to the back
24 longer until all the passengers were off and I know it took a
25 minute to get the aisle chair off. And then after they were off,

1 I went to the front and [REDACTED] came out and hugged all of us and
2 she was asking us what happened, because it's my understanding
3 they knew there was an event going on in the cabin, but they
4 couldn't tell how bad it was. And from there, all of us, the crew
5 and [REDACTED], stayed in first class for probably an hour and a half
6 and talked. [REDACTED] came back briefly, but I think he had to
7 started to popping on phone calls and be accountable for all the
8 stuff, so he wasn't able to sit there and chit-chat with us.

9 Q. So there's a point in time in the sequence of events when
10 this explosion, this bang happened, there was a lot of stuff going
11 on and you were trying to communicate with the pilots, "pilots,
12 pilots," which, you know -- trying to get their attention and what
13 was your expectation for the flight deck crew, the pilots, in
14 terms of communicating with you when this event happened?

15 A. Acknowledgment at the very least. And maybe, you know,
16 they're doing their end, keeping us alive, you know, I don't know,
17 but I would've liked another form of communication, maybe -- after
18 talking with [REDACTED], it sounds like they could hear us, but they
19 couldn't -- we couldn't hear them because of the mask that was on
20 their face, they were shouting and I guess that was what was
21 happening is we were not able to hear them.

22 I would've liked any indication to know that they were alive
23 up there, if that could be a light, that could be a sound, that
24 could be anything just to know that they're conscious up there
25 because that was the scariest thing, just not knowing, because we

1 can handle everything in the back as good as we can, but if
2 they're not conscious up there, then what? And it just felt like
3 an eternity before we knew that -- had any interaction with them.
4 And I'm sure they have their responsibilities, but that was really
5 scary.

6 Q. And you talked about the mask situation when you were trying
7 to get to passengers and I think it was specifically the small
8 kid, that you had to go through a tangle, the masks that were
9 tangled and things. Is that typical, you know, is that something
10 in training that you would -- is that something that just came
11 about and you're asking yourself why are the masks tangled or
12 should they have just been straightened out?

13 A. They just -- in training we learned that that's why there's
14 the additional masks, that's why we can't have two lap children in
15 the same row, is for that very instant. I guess I -- you know, I
16 never really thought about like if and when masks fall down are
17 they just going to be nice individual masks, are going to be all
18 grouped up, it's not something I really put too much thought in.

19 But then seeing them all tangled up and not being able to
20 reach it, it's -- like now, having the experience, I'm like this
21 is ridiculous, like having not -- it's not something I thought
22 about because you've learned what you're supposed to learn, here's
23 the protocol of what will happen in the event of an emergency and
24 you're like that makes sense. But going through it, it's
25 ridiculous, that is not feasible.

1 Q. And just to verify, so 32 A, B, and C were unaccompanied
2 minors.

3 A. Um-hum.

4 Q. Okay.

5 A. That's another thing, it's like I know that sometimes parents
6 will pay to have their kid in premium or first and I think that
7 needs to change, I think that needs to be -- I don't care if you
8 want to upgrade them, they need to all be together, they need to
9 all be together so we -- because if they can't get to the back or
10 I can't get to the front, someone will be able to get all these
11 kids at once, and also so we can brief them all at once. It's
12 such a pain in the butt, every time this happens and they usually
13 bring kids down, they're supposed to do it at the beginning so we
14 can brief them all together.

15 In practice, no, they come at all times, they'll come during
16 the middle of boarding, at the end of boarding and then we got to
17 brief them again and stop and it's just -- I believe that they
18 need to come together, all together and I understand that maybe
19 they check in later or whatever, but they need to all come
20 together, they need to all sit together and we need to be able to
21 reach them all together. Because it was scary because I could
22 access these three kids, but I knew there was one in 7 that I
23 couldn't -- I just had to -- you know, I had faith that the flight
24 attendants were dealing with it up front with that kid.

25 DR. SEVILLIAN: Thank you, those are the questions I had for

1 right now.

2 BY MS. JARRETT:

3 Q. Hi, Geri from Alaska. Thank you so much, [REDACTED] I just
4 want to commend you on your composure. I appreciate how you
5 handled [REDACTED] when he was just very concerned about the loss of
6 passengers and you kept focus and said we have the rest of the
7 cabin, so I appreciate that, thank you. I know it must've been a
8 difficult situation. So I wanted to touch a little bit on what
9 Dujuan was talking about with the mask. When you said it was hard
10 to reach the mask, was it hard to reach because the mask
11 placement, the way they fall, is more justified or toward the
12 windows and they're not in an area like -- did you feel like you
13 had to reach over people?

14 A. Completely. Because it's over and under, so it's already
15 over to each side of the window there and they're grouped up and
16 because the passengers are pulling on theirs, so it's just tangled
17 in one of theirs over by the window, underneath. So to even get
18 that first one, I'm shouting and I'm reaching, you know, I'm
19 trying to grab it and then I finally -- and only in practice
20 worked with the first one because I'm trying to get to the next
21 one and I have to lean and I'm like grab that mask, yelling just
22 grab that mask and it just -- the time it takes to instruct what
23 I'm looking for, to get what I'm looking for, oh well, I'm going
24 to have grab it myself and then when you pull it out, it doesn't
25 reach very far, so I'm like trying to take this mask and move to

1 the next one and it's not -- it doesn't go far enough, it doesn't
2 really give you any room to move to grab another one even if you
3 were going to do that.

4 Q. Okay, thanks. And then you said the portable oxygen bottles
5 are above 32 A, B, and C, the location?

6 A. There's those ones and then we have the ones above the
7 emergency rows.

8 Q. Okay. You also mentioned that you believed that [REDACTED]
9 could -- they had hers, she had hers, because it was accessible in
10 front of them. Where in the --

11 A. Right by the jump seat.

12 Q. By the jump seat. Do you believe that if the portable oxygen
13 bottles were placed closer to the flight attendant jump seats you
14 would've been able to use it?

15 A. Yeah, I think if we can jump and grab a flashlight, we should
16 be able to jump and grab something that allows us mobility.

17 Q. Okay. And this is my last question. When you got up and --
18 so you started shouting that you're doing okay, you're doing okay
19 to everybody, did you have oxygen or you just said let me just go
20 out here and make sure everybody knows that it's going to be okay?

21 A. I remember at different times taking big gulps of breath from
22 the mask and then just going and doing what I needed to do. So I
23 think when I was shouting, yeah, I didn't have the mask on when I
24 was -- I needed to project my voice and yes, they have the -- the
25 thing, I can't think of the word right now. The megaphone. But

1 in practice, again, it was just what's available to me now, it's
2 -- it was my voice and it was silent enough. There was outside
3 noise from -- but volume from my voice because there's nobody else
4 speaking, that I wouldn't have had to -- I just yelled really loud
5 and I knew that it projected a ways.

6 MS. JARRETT: Um-hum. Okay, thank you.

7 BY MR. HOWELL:

8 Q. Kaliko with Alaska. I want to take you kind of back to the
9 demo. Obviously, our demos are very routine for us and for many
10 passengers becomes routine and is not followed. If you recall, do
11 you recall, did you have eyes for this demo when you were doing
12 the demo?

13 A. Like were people looking at me?

14 Q. Yeah, were they paying attention or do you have any
15 recollection of how much attention you had at that point?

16 A. I almost feel like -- there's some people looking at me
17 because I usually kind of make a joke of it and I always just ask
18 people around me, I'm like, you guys ready for the best demo ever,
19 you know? I usually at least have the attention of the
20 surrounding couple. After that, usually when I'm doing a demo, I
21 just kind of look over heads, like, so I'm not really -- I make
22 eye contact with some people, but --

23 Q. Thank you. And then going back to when the initial explosion
24 happened and you were stating the debris and air, was the air
25 movement and debris into the galley or from the galley away from

1 your perspective?

2 A. From my perspective, it looked like it was coming at us --

3 Q. Okay.

4 A. -- because it looked like a rush of air with small particles,
5 so it wasn't like big debris particles, but it was enough that I
6 could see the movement of the air.

7 Q. Okay, perfect. Thank you so much. And then I think just my
8 last question. You stated that you didn't hear the announcements
9 for the donning of oxygen masks in English and Spanish. At that
10 particular point, and again, if you can recall, is it because
11 possibly the sound of air moving, is it just one of those -- it
12 was not noticed?

13 A. I don't know why I didn't hear it.

14 Q. No, that's --

15 A. And it might've been because the big bang and I think my ears
16 were a little just -- I was able to hear after that, but it was so
17 sudden and so right immediate that I don't know.

18 MR. HOWELL: No. And that's totally fine. Again, it's
19 (indiscernible). Thank you so much. That's all the questions I
20 have, thank you.

21 BY MR. WALLACE:

22 Q. Good. I'm Bruce. Again, thanks so much for your great work
23 on that airplane in a really difficult situation, that's pretty
24 amazing. So I got a question about -- you did -- when you walked
25 into the cabin, you mentioned when you walked in the cabin that it

1 got extremely hot and that you smelled something burning, smelled
2 like something --

3 A. This is at the end, this wasn't during --

4 Q. Yeah.

5 A. This was getting ready to land, I just want to make sure,
6 because --

7 Q. Yeah.

8 A. -- when we were in the air, I couldn't -- it didn't have a
9 smell.

10 Q. Okay.

11 A. And I wasn't noticeably hot.

12 Q. So it was as your were descending as you got close, like five
13 minutes or something before touchdown or --

14 A. Yeah, like when we were getting close to the ground, it just
15 started to get really hot and -- yeah, the smell of the tires.

16 Q. Smelled like burning rubber, you said?

17 A. Yeah, we were coming in hot and we had a hole through the
18 outside, so --

19 Q. Yeah, okay. Good. And then you were seated in the outboard
20 seat in the aft on the right side, right? And when you said you
21 saw people in the aisle, were you -- did you see them through the
22 mirror or did you see them in a direct shot?

23 A. I stood up at that point because I can't -- that was another
24 thing we talked about after, I was just like we should be seated
25 inboard because outboard, that's actually one of the things that

1 prompts me to get directly up and unlock the bathrooms, is because
2 there's times where we need to remain seated until we hear from
3 the captain and so we're in our outboard seat and people don't
4 listen and they just come to the back and then they stand there
5 and we have no idea until someone calls us from the front and says
6 hey, you have people waiting for the bathroom and we have no idea
7 and we can't see because there's a tiny little mirror that's way
8 up, can't see. I don't even know why they put it there. It's not
9 anything I ever use. If it was lower and I could see out in the
10 cabin, that would be very helpful. But if not that, then if I
11 could sit inboard, then I can at least go like this, you know, it
12 would be less jolting, you know, like having someone just there,
13 which is what happens a lot.

14 Q. Right, at least be able to see, yeah, people standing at the
15 lavs or using them.

16 A. It happens all the time, yeah, and we just -- when you're in
17 the back you don't know because you're doing what you're supposed
18 to do, which is remain seated.

19 Q. Yeah.

20 A. That's what the captain said.

21 Q. It sounds like with the interphone that you were able to hear
22 people pretty well.

23 A. I heard [REDACTED]

24 Q. [REDACTED] And like you said, you could not hear the pilot at all
25 until that final --

1 A. Yeah. At all.

2 Q. That you were going to turn around.

3 A. That was the scariest part, it was just like okay, we're able
4 to communicate with [REDACTED] but he hadn't heard from the pilots, I
5 -- and I -- we couldn't make contact with the pilots and that was
6 just the scariest thing.

7 Q. Oh, yeah. But overall, you could hear well, but could you
8 tell if they were hearing you, were you getting responses?

9 A. I had no idea.

10 Q. Even with [REDACTED]

11 A. With [REDACTED] yeah. [REDACTED] I could hear him, he could hear me.
12 After having this conversation, it makes me realize like I had
13 taken off my mask to talk and maybe he did, too. I don't know, I
14 didn't ask him. But maybe that's what was going on on the flight
15 deck is -- my understanding is their mask is very --

16 Q. Right.

17 A. -- large and that would really muffle sounds if they were
18 trying to communicate and after talking to them, I believe -- I
19 believe I remember hearing them say that they could hear us and
20 they were trying to talk, but with their masks on, we didn't hear
21 anything. So when it did come to the point that we heard them say
22 we're turning around, I don't know, did they take their masks off?
23 I don't know. I don't know how that part got through, don't know.

24 MR. WALLACE: All right. Great, that's perfect and thanks
25 again for your responses and working with us, really appreciate

1 it.

2 BY MR. VINCENT:

3 Q. Steve with AFA. You mentioned the aisle chair person, do you
4 recall approximately, were they in the in the front of the
5 aircraft, back of the aircraft, do you know what row, perhaps,
6 they were in?

7 A. I think they were in the front half, I don't really remember
8 because I was C, so I was setting up my cart and I just remember,
9 you know, sometimes on our block-to-block we'll get a ding --

10 Q. Right.

11 A. -- like how are the bins, you know, all that, and at one
12 point I remember just briefly looking and it said -- someone was
13 chit-chatting that please hold boarding until we get the aisle
14 chair off and we didn't know there was an aisle chair, so I think
15 I was looking and just offhand I don't know how many wheelchairs
16 we had, I think maybe we just had the one or maybe another one,
17 but me and [REDACTED] both said, like, we don't see an aisle chair and
18 when I'm flying, I try to be pretty diligent about putting that in
19 the notes of like hey, you need to update to show an aisle chair
20 or another common one is when they don't put the iconer in there
21 that they have a pet in cabin or -- and I always try to be like
22 hey, please update this. Do they? Sometimes. But --

23 Q. Thank you. And when you looked into the cabin after the
24 lights were on bright, did you notice if any of the bins, by
25 chance, had opened during the depressurization?

1 A. I don't recall, but I remember at one point having to close
2 one a little bit and I don't remember which point of the flight
3 that was. I just remember it was one of the other flight
4 attendants, but it must've been [REDACTED], pointed at a bin. Someone
5 pointed at the bin, it was probably around aft cabin right
6 somewhere and it wasn't -- it wasn't wide open, but it was like
7 enough that at first glance you wouldn't notice it was open, so I
8 just like closed it, but that's the only one that I recall.

9 Q. And when you closed it, you felt it latched positively? It
10 latched?

11 A. Pretty sure.

12 MR. VINCENT: That was the only question I had, thank you.

13 BY MR. BEUKER:

14 Q. [REDACTED] -- pardon me -- this is Gifford, FAA. Thank you.
15 My fingers are burned out, that was a great detailed briefing and
16 I truly, truly appreciate all the info. I just wanted to back up.
17 How long have you been flying?

18 A. Six and a half years.

19 Q. All with Alaska?

20 A. Um-hum.

21 Q. And there were a couple things that I just want to make sure
22 I'm clear in my head about, it may be nothing, but when the
23 explosion first occurred, were people screaming, were they saying
24 things, were they just screaming-screaming? Do you remember, I
25 mean, because of all that has to be kind of a rush, so --

1 A. Yeah. I think -- I don't know, because the time -- from the
2 time it happened and the masks dropped and people are still like
3 -- that's one thing, you know there's a mask in front of you, put
4 it over your face. So I don't remember a lot of shouting or
5 anything that I can really remember and I believe it's because
6 people did what they were supposed to do.

7 Q. Because you mentioned at some point, other than the noise
8 from the hole --

9 A. Yeah.

10 Q. -- the cabin had gone really quiet. Was that just --

11 A. They just (indiscernible).

12 Q. -- kind of from the get-go, after the initial shock, people
13 were just doing what they were supposed to --

14 A. Yeah, everybody has a mask on, no one's talking, people
15 weren't taking their masks off to ask any questions, there wasn't
16 -- there wasn't any of that. So I know they always say that in
17 the event of something like this it's eerily silent and it truly
18 is. I mean, noise because of the airplane and just airplanes are
19 loud, just the vibrations and everything, but there wasn't anybody
20 speaking.

21 Q. And did you happen to see, when you got a chance to look in
22 the aisle, did you see anybody up and moving?

23 A. I did. So when I originally stood up, I remember seeing some
24 commotion, it looked like a mile down the airplane, just some
25 people standing up and that's when I popped on the PA and said you

1 guys need to remain seated with your seatbelts fastened, put the
2 mask over your nose and mouth. And then I saw [REDACTED] come out
3 and I think my perception was that she was trying to, you know,
4 get them settled like hey, sit down. I didn't know at that point
5 that that mom was freaking out because she thought her son went
6 out the window.

7 Q. And that was the other thing I was trying to figure out. So
8 there was a boy about 16-ish, I guess.

9 A. Yeah.

10 Q. And he truly had no shirt?

11 A. Yeah. It was bizarre. It wasn't even the thing that stood
12 out to me, you know. Now it's like it's weird, why doesn't he
13 have a shirt on, but like in all of the chaos, that's not really
14 something that --

15 Q. Caught your attention.

16 A. I mean, I observed it, you know, he didn't have a shirt on,
17 but as to why, it wasn't a question.

18 Q. Did you happen to notice at any point, even through the
19 deplaning, anybody go off barefoot?

20 A. I'm in the back, so I didn't see a lot. I don't -- I can see
21 minimal feet from the back, thankfully.

22 Q. Yes, I remember.

23 A. I heard there was a sock on the window, though, I heard there
24 was a sock hanging out the hole. Somewhere. I don't know, I
25 didn't see it, but that's what I heard.

1 Q. Two more quick questions. How long do you think it took from
2 that first bang, how long do you think it was until you landed?

3 Just guessing.

4 A. Fifteen minutes.

5 Q. And within that time frame, at what point did the heat become
6 noticeable to you?

7 A. The heat only became noticeable to me on landing.

8 Q. And when you say on landing, I mean, is that like final
9 approach?

10 A. Just above hover, yeah, final approach, not even like -- like
11 close to the ground-ground, like about to touch the ground, like I
12 was feeling heat and then it was starting to get hot, but also I'm
13 someone that I'm always cold, so I probably wouldn't notice it as
14 quickly as other people because I hate being cold and I'm happy
15 when I'm warm, so when I do get overheated, it says a lot to me
16 and so it was starting to get warm.

17 And it must've been a little bit higher up because we were,
18 me and [REDACTED] were -- I don't know exactly when it started to get
19 super, super hot, but in my head, how I'm remembering it as when
20 we were getting really close to the ground, but it was concerning
21 because -- because of the heat and that smell is what was making
22 me think we might have a fire.

23 Q. And that's the other piece I kind of picked up on as you were
24 wondering, with that smell and the heat, if there was a fire. So
25 in your description -- and we're just trying to give this color

1 and parameter -- you would say, is it correct, you would say the
2 heat was super, super hot? I mean, at a point where you honestly
3 thought there might be a fire nearby or was it just "dang, this is
4 hot"?

5 A. If there was a fire, I was thinking that it was going to be
6 something that was on landing, not like we were on fire already,
7 but through landing and whatever was going on with the plane, that
8 a fire could start. We had, you know, a hole open to the
9 elements. I'm just trying to remember.

10 Q. No, that's fine. It's one thing to kind of have that whole
11 stream of narrative and then when people start asking specific
12 points, it's like "uh." It's a little hard to pull those details
13 out.

14 A. It was really hot and like stuffy and like -- because I feel
15 like there's a difference between being like just a little warm
16 and this is -- and then when you can feel it in the air, like if
17 you're around or really close to a heat source and that is what it
18 felt like, it was just being really close to a heat source of some
19 sort.

20 MR. BEUKER: Okay, that's great. Thank you. That's all I
21 have. Jason.

22 BY MR. FEDOK:

23 Q. Thank you, [REDACTED] I've just got a few more. I promise
24 that these will be quick, I hope. When you went forward at any
25 point during the flight, how is -- where is the furthest forward

1 you ever got down the aisle during the entire time you were in
2 flight?

3 A. I did not go past the hole.

4 Q. Okay. So you were Row 27 and aft the entire time?

5 A. Yeah.

6 Q. Okay. And in that area that you traversed there, did you see
7 anyone not wearing a mask?

8 A. I don't -- no. No, I don't. Not -- after the person that
9 was switching seats, then after that, no. It was just when the
10 people were up I saw faces, but after that, no, everybody had
11 their mask on and just watching the --

12 Q. Okay. I want to specifically focus here on the three infants
13 you had on board. And one of them, you mentioned, was in the aft
14 there. Did you happen to notice the infants at all during your
15 time in the cabin after the depressurization?

16 A. Yes. I knew it was there and I always look because per the
17 compliance law (indiscernible) infants, moms will try to keep them
18 in the carrier on takeoff. So when I know that there is an
19 infant, I always am making sure that they don't do that. So I
20 knew that one was there and then I realized it again when I was
21 trying to go for the masks, because I remember reaching over for
22 one and then seeing this newborn and I was like oh, can't take
23 that one, you know, I was like looking for -- and so that's how I
24 knew that there was -- I think it was either 30 -- I think it was
25 32 because I believe it was directly across, I think I was trying

1 to grab that mask so I could take it and sit with [NAME REDACTED],
2 but -- yeah, I knew of that infant.

3 Q. When you saw that infant, she or he, did they have a mask on?

4 A. I think mom was holding it. I didn't take a lot of time to
5 inspect that because mom was there handling her children. I saw
6 -- but through my processing of why there was not a mask available
7 when I was reaching for it, I am thinking I'm remembering is
8 because she had it over his -- they were using it for the child.
9 And that's at the point where I was like oh, don't have time for
10 this.

11 Q. Got it. And after landing and the gate and deplaning, did
12 you ever have any interaction with anyone with an infant, a
13 parent, any conversations or anything?

14 A. Conversations, no. One woman kept asking me -- well, I
15 believe she was -- she spoke English, but I think her first
16 language was Chinese, but she -- so there was a little bit of a
17 communication barrier because what she was -- I thought she was
18 asking me was are we getting rebooked, are we getting rebooked,
19 are we going on the next plane and I'm like I don't have that
20 information available right now, I'm getting this information,
21 you're hearing what I'm hearing, and after things settled down,
22 what she was actually asking me is where did we land, what airport
23 are we at, so -- but in regards to the infant, I don't remember
24 having a conversation with -- I just, I kept telling everybody
25 they were doing really good, like you guys are doing great, you

1 know, we're going to get more information, just sit tight and --

2 Q. Got it. Were you injured at all?

3 A. I feel sore, like not -- I didn't get hit with anything,
4 nothing like that. And it was explained to me afterwards that
5 probably due to the adrenaline, that that's going to set your
6 muscles and make you sore, and I believe that's what's going on.
7 And I am definitely dealing with a lot of after effects, but not
8 physical pain, just soreness.

9 Q. Okay. Any issues with your ears, pain at any point during
10 the flight or afterwards, tinnitus, anything like that that you've
11 noted?

12 A. At one point I remember being up at the front when we were
13 all talking with the crew and just hearing loud noises and it
14 being really like -- it sounded like a dog whistle or something,
15 just really high-pitched frequencies going off in my ear, and I
16 remember Contesa saying do we need to get them and I just said no,
17 I was like no, because it went away, but -- and my ears don't hurt
18 right now, I just noticed that I'm a little bit shaken up from
19 some loud noises right now.

20 Q. Okay, thank you. And Giff brought up something I neglected
21 to in the initial part. You mentioned you've been flying for six
22 and a half years as a flight attendant?

23 A. Um-hum. Yes.

24 Q. Is that all for Alaska or --

25 A. Yeah.

1 Q. -- did you have other employers before Alaska?

2 A. As a flight attendant, just Alaska Airlines.

3 Q. Okay. So that was wonderful, thank you very much. The last
4 two things I want to offer here are an opportunity for you to
5 comment. You've just been through a significant event and I'm
6 curious of your thoughts on how well you were prepared for this
7 from your training.

8 A. I felt -- our training is really good and I felt -- because
9 of how much it's hammered into us, that when it happened it was
10 just like okay, go, we're doing the thing, this is what we --
11 we're doing it, just go. And on -- just based off our training,
12 just okay, we'll go get our oxygen, go check on people, check on
13 the kids, try to figure out what's going on. I felt that for a
14 lot of aspects, very prepared and good, but then in practice of
15 needing some equipment and things like that, it's hard to practice
16 that in a real-life scenario and so in practice, that didn't -- I
17 -- we just had to make decisions and -- sorry, scatterbrain right
18 now.

19 Q. No, it's tough at the end of two hours of talking to
20 sometimes put thoughts together and I think, I don't want to put
21 words in your mouth, but I certainly sensed your frustration with
22 lack of communication, I sensed your frustration with the
23 inability to use the procedure with the monkey barring to use the
24 oxygen to get where you needed to go. Do you have any other
25 frustrations or suggestions for us here from a safety perspective

1 that you want to put on record?

2 A. Yeah, I think that -- I think we need to change that we don't
3 get up or do service until we are safe, like at cruise, because if
4 that -- a few minutes later and this -- we wouldn't be having this
5 conversation. I think that just seeing -- knowing what is normal,
6 what we do in flights and in that time period what could've
7 happened, we got so lucky on so many aspects. One change of one
8 thing, two people in those seats, [REDACTED] coming to the back to
9 do her service, people going to the bathroom, an infant in that
10 seat. Infants need to be in a device or like a seat, they need to
11 be in a seat that can -- a baby being held, not safe. And we've
12 known this for some time and it's a baby torpedo. And if there
13 had been a lap baby on that side, I don't -- I can't even imagine.
14 Like, I think that babies need to be in a seat, in a car seat or
15 whatever or don't fly.

16 I think that we should stay seated longer. I think that we
17 need to get something more accessible for our POBs. I think, with
18 our Airbuses, we had a POB where the mask was more of a plastic
19 and I would think that that would be easy, in a rush, to just put
20 over your face as opposed to this flimsy plastic, I think that
21 needs to go because that's just precious time wasted on something
22 that could be avoided.

23 And I think that if we have something as accessible down
24 below, like a flashlight, where we can get it and go, we should be
25 able to have something accessible like up front where they have a

1 POB accessible that they can get it and go, so I don't have to
2 waste thinking how or how am I going to get it, is it safe, it's
3 just there and ready to go. I think that there needs to be
4 another form that we can communicate with the pilots. I don't
5 remember if three chimes went off, I don't think they did, I don't
6 think anybody heard that. We couldn't make communication with
7 them via the phone, but if -- and I know they have all their
8 things that they got to do to keep us alive and I'm thankful for
9 that, but if they could three-chime us later in the flight or
10 just, you know, flicker -- or like if we had some kind of light
11 that was delegated just for them to know that okay, when this
12 turns on, we know this is coming from them, that we might not be
13 able to have a conversation but we know that okay, this is saying
14 that hey, we're awake, we're up front and we are conscious. Just
15 any other indicator to know, I would've felt a lot of safer just
16 knowing that they're up there and okay.

17 MS. CASTEEL: How about the UMs staying together?

18 [REDACTED] The UMs, that is something that has constantly
19 been an issue from the get-go, is having them dispersed throughout
20 the plane. They need to be together. Like, I understand that
21 some parents want to have their kids be in premium or first class
22 or whatever because they can or whatever the reasoning might be,
23 but I believe, because of the situation, they need to be all
24 together. We brief them together, they stick together, we know
25 where they're all at, they're in a safe place. Sometimes we worry

1 about them being next to creepers, you know, we don't want to have
2 to do that, we want them all together where we can put eyes on
3 them and not have to wonder where they're at because in a chaotic
4 situation, trying to find them up and down the aisle, like which
5 aisle is them, you know, the one miscellaneous one, it was very
6 helpful to have three in the back, I knew exactly where they were
7 at. I think that's a big one. And I --

8 MR. FEDOK: No --

9 [REDACTED] There's more that comes, like just because you
10 know the more -- and I --

11 MR. FEDOK: Very good.

12 [REDACTED] As much as I don't want to just sit here and
13 thinking about it, thinking about it, but it -- I'm replaying it
14 in my head all day -- all day, at night when I try to sleep, and
15 then there's things that I wish I did differently, there's things
16 that I wish, you know, that should be different, there's things
17 that I think about "oh, my God," going back and -- it's just --
18 it's a lot.

19 MR. FEDOK: I understand, yes, but I apologize for the length
20 of this, but the thoroughness and the amount of information you
21 were able to give us is just tremendous and a tremendous help.
22 I'm going to allow -- if there's one last burning question from
23 somebody in the audience or my group there that would like to ask,
24 that I forgot, that would be great, otherwise I think [REDACTED] has
25 done her duty for the day.

1 BY DR. SEVILLIAN:

2 Q. Yeah, Jason, you didn't -- nothing that you forgot, I just
3 want to just verify, so three infants, lap children, do you know
4 where they were located again?

5 A. I know that there was three UMs. So UMs and lap children are
6 different. The three UMs were in the back and then another UM in
7 7, I think 7 Echo, I think 7 Echo is where the other one was. I
8 know that there was a lap kid in the -- or there was a lap infant
9 in the back, aircraft right. After that, I see them on my block-
10 to-block, but just offhand, I don't know where the other ones are.
11 Just off memory alone, I don't know.

12 DR. SEVILLIAN: No worries. That's all I have, thank you.

13 MR. WALLACE: Just one quick thing. So we've all been in
14 some kind of situation where we feel like we could've done
15 something differently, you've been in an extreme one, but what
16 you're telling us and what we've learned from this here, you did
17 really well, so don't let that keep you up at night.

18 [REDACTED] Thank you.

19 MR. HOWELL: And then this is --

20 MR. FEDOK: Okay, [REDACTED] thank you so much for spending
21 this time with us. Tamara, thank you very much for being here for
22 her and we'll let you get on with the rest of your day, but rest
23 assured, our sole job here is to figure out what happened and we
24 will do that and we will make safety changes because of it. So
25 thank you for participating and have a great day and blessings for

1 the future.

2 [REDACTED] Thank you. Oh, sorry.

3 DR. SEVILLIAN: Hey, Jason --

4 [REDACTED] I have one more.

5 DR. SEVILLIAN: One more thing. Okay, go ahead.

6 [REDACTED] Sorry --

7 (Crosstalk)

8 [REDACTED] Our list of MELs and stuff, those don't always
9 go over with us, too. I want that, that needs to go over with us,
10 too.

11 MR. FEDOK: Be more specific there, I'm sorry. The MELs?

12 [REDACTED] Yeah, the logbooks, those things. A lot of them
13 are cosmetic, a lot of them are like this door doesn't open, but
14 that's not something we always get the information and I just
15 think it's important that that's noted.

16 MR. VINCENT: Yeah.

17 MR. FEDOK: Okay.

18 MR. VINCENT: That is.

19 MR. FEDOK: Very good.

20 BY MR. BEUKER:

21 Q. I just want to clarify, you mean you want to make sure that
22 the cabin crew is aware when there are MEL write-ups?

23 A. And all of it and then just like, you know, we hear all the
24 speculation going on right now about this, especially this
25 particular aircraft, and just that I know that we do all these

1 write-ups, this is sticking out, this door doesn't work, and it
2 just -- it feels so brushed aside and I just want that to change.

3 BY MR. HOWELL:

4 Q. This is Kaliko with Alaska, just one last question that
5 hasn't actually come up today, but just considering it is
6 something that we now have in our announcement, do you recall
7 either during boarding, obviously in the back, a very different
8 perspective for deplaning, was anyone wearing their own mask --

9 A. Oh, yeah.

10 Q. -- like medical mask?

11 A. Oh, yeah, people -- I mean, I don't recall which, but people
12 do it on every plane and we do have it in the announcement, saying
13 to remove any kind of facial coverings before putting on your
14 mask.

15 Q. And from any recollection, I know, limited from the back, do
16 you --

17 A. I didn't see anybody wearing a mask with another mask over.

18 Q. And that was kind of -- again, it's something since COVID
19 that has been --

20 A. Yeah.

21 Q. -- a little bit more of a reality --

22 A. It's the future.

23 Q. -- and why we have it in there, so I was just -- it's not
24 something that has come up, which makes me think that it went
25 according --

1 A. Yeah.

2 Q. -- to plan, but it was just if you can recall.

3 A. I don't. I don't remember seeing any faces without a -- you
4 know, a mask over. I didn't really differentiate if they had a
5 mask underneath and it would be hard to and with a short amount of
6 time.

7 Q. Sure, thank you. No, but it's one of those that kind of came
8 up as a --

9 A. Yeah..

10 Q. In our world today, you know.

11 A. It would be good to -- yeah. That's it.

12 MR. VINCENT: Thank you.

13 MR. FEDOK: So thanks again very much, we appreciate your
14 help. Have a good day, ma'am.

15 DR. SEVILLIAN: Off the record at 1:06 Pacific time.

16 (Whereupon, at 1:06 p.m., the interview concluded.)

17

18

19

20

21

22

23

24

25

CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: ALASKA AIRLINES BOEING 737-9 MAX
IN-FLIGHT STRUCTURE FAILURE
NEAR PORTLAND, OREGON
ON JANUARY 5, 2024
Interview of [REDACTED]

ACCIDENT NO.: DCA24MA063

PLACE: Portland, Oregon

DATE: January 8, 2024

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

[REDACTED]

Karen D. Martini
Transcriber

UNITED STATES OF AMERICA

NATIONAL TRANSPORTATION SAFETY BOARD

* * * * *

Investigation of: *

ALASKA AIRLINES BOEING 737-9 *

MAX IN-FLIGHT STRUCTURE * Accident No.: DCA24MA063

FAILURE NEAR PORTLAND, OREGON *

ON JANUARY 5, 2024 *

* * * * *

Interview of: [REDACTED] Flight Attendant
Alaska Airlines

Portland, Oregon

Sunday,
January 7, 2024

I N D E X

<u>ITEM</u>	<u>PAGE</u>
Interview of [REDACTED]	
By Mr. Fedok	4
By Dr. Sevillian	43
By Ms. Jarrett	46
By Mr. Howell	47
By Mr. Wallace	49
By Mr. Vincent	54
By Mr. Beuker	55
By Mr. Wallace	57
By Dr. Sevillian	59
By Mr. Vincent	59
By Mr. Beuker	60
By Mr. Vincent	60
By Ms. Jarrett	61
By Mr. Vincent	61
By Dr. Sevillian	62
By Mr. Fedok	62

I N T E R V I E W

1
2 [REDACTED] [REDACTED]
3 [REDACTED]
4 [REDACTED]
5 MR. FEDOK: Thank you very much. And I understand your
6 sister came with you today, is that who I saw you come in the room
7 with?

8 [REDACTED] Yes, yes.

9 MR. FEDOK: And your name is [REDACTED]. Can she just state
10 and spell her name for us?

11 [REDACTED] First name, [REDACTED]

12 [REDACTED] Last name, [REDACTED]

13 MR. FEDOK: Okay, thank you very much. And again, [REDACTED]
14 you know your sister better than any of us, if you feel she needs
15 a break, we certainly can do that, so please speak up, if you need
16 to.

17 [REDACTED] I will.

18 INTERVIEW OF [REDACTED]

19 BY MR. FEDOK:

20 Q. And [REDACTED] so basically the way that these things work
21 best is that we're just going to be quiet at this point. I know
22 we have some guys and ladies there that may type and take some
23 notes either with pen and paper or with -- with their laptops to
24 help us again keep these thoughts in our memory and something for
25 us to refer to when we review the transcript, but this is your

1 experience, we want to hear from you exactly what you went
2 through. So I understand you were the D flight attendant, is that
3 correct?

4 A. That's correct.

5 Q. So you were --

6 A. Inboard.

7 Q. You were seated on the inboard seat in the forward galley, is
8 that right?

9 A. Yes. My story starts just a few minutes before that because
10 I was not in my jump seat.

11 Q. Okay. What I'd like you to do, actually, is if you could
12 start with the beginning of the day, from the time that you woke
13 up and walk us through that day, you don't have to go into great
14 detail, but if you woke up early, late, when you got to the
15 airport, got on the airplane, just kind of walk us through that
16 day to the best of your memory.

17 And then once you get on the airplane, obviously, give us a
18 little bit more detail about the experience and like I said, I'm
19 actually going to put myself on mute and I've asked my group
20 members not to break your stream of consciousness here, but just
21 walk through the day for us and then what I'll do is I'm going to
22 walk back through everything with you with follow-up questions.
23 We'll go around the table, let everybody have a chance to ask some
24 follow-up questions and then we'll let you go, okay?

25 A. Okay.

1 Q. Whenever you're ready, go ahead.

2 A. I started my day waking up at around, I believe it was 5:30,
3 it might've been a little bit earlier than that, it was 5:00, it
4 was 5:00, because I had to be at my report for my other job at
5 Amazon Flex at 5:30. I delivered packages from 5:30, I believe it
6 was 5:30, to I think 10:00 in the morning and I was able to sneak
7 in a second shift before my next flight, so I added another shift
8 to double dip and that's what I've been doing to get ends meets.
9 So I picked up another shift and I delivered packages until about
10 2:00, I want to say 2:14, 2:30, around that time that same day and
11 then I went straight to the airport.

12 When I got to the airport parking lot, I put my uniform on
13 and got ready for work. Once I got onto the shuttle and
14 everything, I realized this was the latest I'd ever been to the
15 actual airport, I'm usually in the parking lot an hour prior, I
16 was just a few minutes later and it was -- it was definitely one
17 of those things where it's remember to do all the steps, check in,
18 read your bulletins, sync, charge, current, all of that, and I
19 even had time to still go downstairs and grab a cup of cocoa from
20 the supervisor's office, so I went downstairs and I grabbed a cup
21 of cocoa and I went. And showed my head to [REDACTED]
22 (indiscernible) and I said hi, I'm running late, I got my cocoa,
23 I'm going to go and I've been doing it all week, so they're like
24 all right, thanks for saying hi, bye, and then I left and then I
25 went upstairs and I went to our gate which, I believe, was C7, I

1 believe it was C7, and checked in. I think, I'm not sure if it
2 was this flight, but I've been doing turns a lot, if -- when I
3 checked in, the guy didn't check me in so there is a text that I
4 delivered saying hey, I don't know if you saw me, but I'm here, I
5 kind of sent this reminder just in case I got in trouble for not
6 being on the aircraft and I said hey, I'm here.

7 And we did our briefing once [REDACTED] arrived, [REDACTED] was the
8 last person on the plane, I was the second to last, the other two
9 were on the aircraft already, and we started doing our checks.
10 [REDACTED] was doing his checks already, I was doing my checks, and then
11 we all sat down and waited for [REDACTED], [REDACTED] arrived, and we did
12 our briefing immediately and briefing, everything was normal,
13 everything -- nothing out of the ordinary. I don't remember the
14 captain being present for that briefing, it was just flight
15 attendants.

16 I know that [REDACTED] did have a briefing because we had the
17 flight time with the captain and we had all that information
18 already. Then we boarded -- is that what you want me to do next,
19 just keep going? Okay. So then we started boarding the aircraft
20 and while this was happening, [REDACTED] was in the aisle doing his
21 checks and I looked at [REDACTED] and I said hey, [REDACTED] would it be
22 easier for you if I -- if I did your briefing for 7 Fox, which was
23 a UM, and he said yes, please, that would be helpful. So I went
24 into that briefing for that UM and she said oh, I do this all the
25 time, she didn't really want to hear from me, but I still did it

1 and I was like well, I got to show you, you know, I still got to
2 show you. So I showed her. [REDACTED] had to do something else, I
3 think he -- I don't know what he did, but he went up to the front
4 and was talking with [REDACTED]. So then another UM popped up so I went
5 and had to brief this UM. Oh, that was at the end of boarding,
6 I'm sorry. [REDACTED] had to report something at the end of boarding.

7 So we started boarding and at that point, I wasn't -- I was
8 just greeting passengers from the airport and I don't know, it's a
9 really personal interaction when you're the A and the D because
10 you have a deeper connection with those passengers when they board
11 the flight, so just saying hi, and [REDACTED] and I were very good about
12 saying hi to everybody that boarded that flight. And we
13 interacted and joked with them a lot so there was definitely a
14 deeper connection there.

15 I don't remember much after boarding, but I do remember the
16 next main part, which was when [REDACTED] came up to the front and had
17 to talk to [REDACTED] and he asked me to brief the very last person to
18 board, which was the last UM, [NAME REDACTED]. And then 32
19 Charlie and I went up to [NAME REDACTED] and I just started trying
20 to talk to him and [REDACTED] asked him the three questions, what's your
21 name, where are we going, and -- oh, what's your age and his
22 birthday and we went to the back, and it's very uncommon for the D
23 to go all the way to the back of the plane to brief, but I had to
24 do it to help [REDACTED] in whatever team effort, tag team. And I'm
25 sitting over there putting on everything and briefing this little

1 kid and I don't think he understood me and I looked at the C
2 flight attendant and I said -- and I don't think she saw me
3 briefing, I was like hey, I have to brief and she just stood there
4 watching me as I was briefing and I said I don't think he can
5 understand me and she bent down to him and she said something in
6 Spanish and I think she said do you understand me. I'm not going
7 to even try to repeat the words because I don't speak Spanish.

8 And he said yes, he said I understand you, and I was like
9 what's wrong with me, why aren't you talking to me, and he just
10 smiles at her and gives her this look like he had this little
11 crush on her and he said he understood and that was the end of
12 that. We did our demo shortly after that and we armed our doors,
13 we did the demo, everything -- everything was normal, the demo was
14 great.

15 I actually thought about that a lot because we were almost in
16 sync because I was the one who can see all of our hands pointing
17 to all the directions and I've never seen a crew where you're
18 watching, some of us are kind of like -- and I'm from the Virgin
19 side, so like some of us are kind of a little bit maybe all over
20 the place, but this was in sync, we were all in sync with each
21 other. And after the demo I did compliance another time because I
22 had just flown with [REDACTED] and I knew [REDACTED] was a little bit more
23 on double-checking our checks, so I went down to make sure that
24 [REDACTED] and me, personally, knew that I was checking, making sure
25 that everyone had those seatbelts on, no seatbelts were around the

1 babies. I'm very big on baby seatbelts, [REDACTED]

2 [REDACTED]
3 [REDACTED] So I checked every single lap child on that flight to make
4 sure there was no seatbelt around that baby, so I knew that for a
5 fact and I can confidently say that there was no seatbelt around
6 those babies. But when I went to the back, we talked and all I
7 can remember is the C -- the C flight attendant, I don't know why
8 I'm spacing on her name right now.

9 UNIDENTIFIED SPEAKER: [REDACTED]

10 [REDACTED] [REDACTED] thank you. [REDACTED] she looked
11 at me and she goes, "You know what's funny, [NAME REDACTED] just
12 kind of stole my heart and I don't even like kids." And I think
13 that's super important because of how much [REDACTED] cared and when
14 you hear her story about [NAME REDACTED] in the end, because that
15 just says a lot about what she did as a person to make sure that
16 he was safe. So I left the front and [REDACTED] even went to the back,
17 and I went to the front and as I was waiting at the front for [REDACTED]
18 to come back, we went to our jump seats and we sat down. But [REDACTED]
19 talked, I think, to C for -- about, I don't know whatever they
20 were communicating, but I'm not too sure what happened there. But
21 then we took our jump seats, we sat down, we were sitting down.
22 And you know what's even more -- I don't think [REDACTED] took a single
23 order on the ground, which is something a lot of us do and I never
24 -- I never saw an order being taken on the ground. He was in the
25 aisle, he went to his jump seat immediately. We were sitting

1 there normal, a normal takeoff, there was nothing, nothing out of
2 the ordinary, everything seemed fine, it was just an average day,
3 and then it was 10 thousand and it chimed and I did what we're
4 supposed to do, which is get up and start our service. And I have
5 been flying turns all week, so I knew it was bumpy, but it tends
6 to be less bumpy up in the front than it is the back, so I did
7 what we're supposed to do, I unlocked the bathrooms.

8 I walked over to the galley and I was about to take out the
9 galley bar and the ice that we're supposed to set up, kind of for
10 the A flight attendant, and I felt some bumps, so I turned around.
11 The minute I turned around and walked over the steps, I looked
12 down the aisle and I saw [REDACTED] unlock the bathrooms and as I'm
13 looking, I see her take her seat and that's the last thing I
14 really remember until the explosion because it was explosive and
15 the force was so strong, the flight door flung open and hit me and
16 hit the bathroom and I flew.

17 I turned my head, my head was turned, and I could see the
18 pilots had flown forward and their headsets were off. I saw [REDACTED]
19 trying to get the emergency checklist. I didn't even know the
20 oxygen masks were down. I didn't make a single announcement. All
21 I could think about was trying to close that door. But then I
22 turned to the side and I saw the oxygen masks dangling and I went
23 oh, my God, this is -- like, you have that moment of like this
24 isn't happening and I took my seat, but [REDACTED] had grabbed me when I
25 had flown, so he was constantly that little, that little tether

1 reminding me to sit down and take your seat, take your seat, and
2 all I can do was put my seatbelt on, the flight door would not
3 close and I later found out that it was something, it's like
4 jammed or curved or pivoted that you can't -- you couldn't close
5 it so that's why I was having such a hard time, so I didn't -- I
6 wasn't buckled in but I had them around my arm, so I was at least
7 attached to the airplane and I remember trying to close it and my
8 upper back hurt so bad, with all my might trying to close that
9 flight deck door, I even used my feet. I was trying to kick it
10 closed and it would not close.

11 I finally had to just pull it as fast -- it kept locking, the
12 seatbelts were locking, there was no way out, I had to, I think,
13 loosen them up to about right here to lean forward to finally shut
14 the door and I got the door and then that's when I put my mask on,
15 but my main goal was to close that door in that moment. After
16 that moment, I looked at [REDACTED] and [REDACTED] already had his mask on. I
17 immediately took the mask and I made sure to pull it, I don't know
18 why, I still just pulled it and I put it on and I looked down the
19 aisle -- I looked down the aisle --

20 MR. FEDOK: [REDACTED] you are doing great, you are doing
21 great. Take your time here, take a few deep breaths, this has
22 been really, really helpful.

23 [REDACTED] I looked down the aisle and I see who I
24 think, I'm going to say think, an elderly woman with light gray
25 hair and then one who obviously colors her hair, because that's

1 the only way I can tell the difference, and I think that for sure
2 she was the mom of the child by the window. She, I'm assuming,
3 was in 25 Bravo. The elderly woman next to her was in 25 Charlie
4 and they were both walking around the cabin and the mom was on the
5 floor just screaming, like agony, and she was shaking and I looked
6 at [REDACTED] and I said [REDACTED] I have to go up with those people walking
7 around, and I was screaming get in your seats, get in your seats
8 and they wouldn't get in their seats.

9 And I didn't know why, we had no idea, by the way, we had no
10 idea there was even a hole in the plane, a lot of us had no idea.
11 So we don't know what happened. I actually thought the explosion
12 was in the flight deck, so I actually think I did a wrong thing by
13 closing the flight deck door because I wasn't sure if they were
14 unconscious. Later found out that that was the right thing to do.

15 But back on, I saw the lady and I looked at [REDACTED] and I said I
16 have to go down there, [REDACTED] [REDACTED] immediately opened the
17 compartment below and got the POB out. It took us so much time,
18 this is the number one thing that frustrated me the most, so much
19 time to open that POB, the plastic wrapper was so hard, I think we
20 might -- might've used a badge to open and puncture that bag to
21 get the mask out. The bag was so folded and so stuck together, it
22 was almost like ripping a new toy or some type of a really strong
23 Ziploc bag to even unfold it and open it and even then all the
24 plastic of the bag was stuck together and I remember trying to
25 separate it and I was like screw it and I just held it over my

1 head and I went down the aisle holding it on my head, walking
2 down, and the first thing I noticed that I checked on was the UM
3 in 7F by herself, without any of the other UMs, there were four
4 total, there were three in the back by themselves. Three of them
5 boarded together at the same time, [NAME REDACTED] was the very
6 last person on the flight.

7 I started making my way to the back and I don't know if I was
8 just being oblivious or the way that the plane is angled, I never
9 saw the hole until the mom was telling me what had happened and
10 the mom was in, in -- I was holding her, I said what's going on,
11 what's happening and she just says I was holding my son and I
12 think my son blew out the window and that's when I lift up my head
13 and I saw the hole and I just started like shaking.

14 And I -- there were tons of cameras on me, there were tons of
15 cameras and I know I hold it really well together, but -- and
16 maybe that's why there's a lot of footage not being released
17 because it was such an intimate moment with this mom, and I
18 immediately turned my head and I looked back, looked at the empty
19 seats, and I said you're taking 16 Echo. The mom took 16 Echo,
20 the older lady with the gray hair took 16 Delta and I said you
21 guys need to sit here and I slow -- and I said -- she just kept
22 screaming and says I'm going to find him, we are going to find
23 him. I didn't promise her anything, I said we will find him
24 whether it was outside, whether it was what is was, but I started
25 walking back to the plane and my body stopped at 24, it wouldn't

1 go any further, but I was right there and I just -- I looked over.
2 She told me he was in 26 Alpha, she told me that, that seat was
3 empty, 26 Bravo was empty, 25 Alpha was empty, 25 Bravo was empty
4 and 25 Charlie was empty. With this news, I turned around and I
5 walked up the first -- I saw the man in 26 Charlie and I looked at
6 him and I was like are you okay and he just went, like a rock
7 star, wind blowing in the hair, he's like, like go sit down, he
8 was just handling it like -- props to that guy, he really needs to
9 be talked to -- because the way he handled that.

10 And I'm not sure if he had family with him, like he was
11 trying to like impress his family or just being a strong dad
12 figure, because that's almost what it felt like, like adrenalin,
13 he just sat there and was like -- like there was something about
14 that man that just gave me goose bumps on how he handled it and
15 obviously, it was not a safe enough situation for me to even walk
16 any further, to even assist him to get up and I don't even know if
17 that was safe to do that.

18 But he -- he was fine, he wanted to stay there and I didn't
19 want to mess with that. So I turned around and went back and when
20 I walked backwards, I went to the mom and I said -- I reminded
21 her, I said we're going to find him but I need to take my seat
22 right now because that's when I had seen the hole. I tried to see
23 if I could see if the son was there; clearly, he was not there.
24 And I walked back, when I walked back, I double-checked on 7F and
25 she was fine. When I went and sat in my jump sat, [REDACTED] was on the

1 phone and he had been on the phone the entire time, I'm not sure
2 what was said, all I can hear is we've lost communication with the
3 pilots. And then I looked at [REDACTED] and no, communication with the
4 pilots didn't happen yet. This was when the UMs, he said go check
5 on the UM, 7F, go check on the UM, and [REDACTED] was like -- and I'm
6 talking, we're trying to figure it out, so I said okay, so I
7 turned around and I went and checked on 7F to make sure the mask
8 was on correctly.

9 So I walked back and talked to her, I was like are you okay
10 and she was like I'm okay, I'm good, she was a trooper, too. She
11 was very, very strong. And that's when I also noticed a girl who
12 was having some type of an anxiety attack or something in an
13 opposite direction, she was in pink sweats, I remember it vividly,
14 and I went up to her and I was like you're going to be okay, it's
15 going to be okay, just hang on, you've got this, and all the women
16 around her were like trying to wrap her, hold her hands, comfort
17 her.

18 And I remember just acknowledging her the minute I checked on
19 that UM and I turned around and I walked back and that's when [REDACTED]
20 reported to me that we had lost communication and that's when I
21 reported to [REDACTED] we lost five passengers. And [REDACTED] kept trying to
22 tell the pilots, but he couldn't, so we had this moment of
23 silence, of course, I had this moment where I thought I should
24 have never closed that door. But after that, I knew everything
25 was okay because I knew everyone was in their seats, it was fine.

1 By that time it was time to prepare for us to take our seats -- we
2 buckled in -- and land. I think [REDACTED] heard one thing in that
3 moment and I told [REDACTED] we need to give it just a few more seconds,
4 a few more seconds, and that's when they heard whatever they
5 heard, because I don't even know what they heard, I don't -- I
6 can't even recall from yesterday what they said that they heard,
7 but they heard something and they hung up the phone.

8 I think it was turn around, they're turning around, that's
9 all the cabin crew heard, was turn around. And then we put our
10 jump seats on and of course, we're sitting there just kind of in
11 shock in our oxygen masks in silence and I turned to [REDACTED] and we
12 were holding hands, I turned to [REDACTED] and I said I think I might've
13 grabbed his face, too, I don't -- we can't recall that little
14 moment, but I -- I said to him heads down, stay down, heads down,
15 prepare for a fire, for emergency evacuation, it's land.

16 And we just sat there silently, not shouting, silently saying
17 our commands to each other and we were prepared for a land
18 evacuation mentally up in the front. We had no time to sit there
19 like the back of the cabin did and they had a little -- we had no
20 time up in the front because I was running up and down that aisle
21 a few times, I think it was only twice, but I was going down the
22 cabin to make sure people were okay. When we landed, I don't know
23 when we found out we weren't evacuating. I don't know when that
24 communication was delivered to me, but I also don't know when I
25 found out we were going to the gate, but I remember getting text

1 messages as we were landing and I texted -- there's a lot of
2 cameras on us right now, there's a lot of -- there's a lot of
3 cameras on us and that's all I kept repeating, I think, to
4 everyone, was there was a lot of footage. And then we landed, we
5 went to the gate. Oh, there was something unusual, I just
6 remembered.

7 We got deiced, I remembered that yesterday, we got deiced,
8 there was ice on the wing, that was the only thing, that's why a
9 lot of people are talking about the flight time not making sense,
10 we got deiced prior to everything. When we got to the gate, the
11 first person I saw was my supervisor, Anu, and she just looked at
12 me like she just wanted to give me the biggest hug in the world
13 and I just kind of sat there or stood there, waited, we disarmed
14 our doors regularly, we cross-checked, and then once those doors
15 were disarmed, that flight deck door flew open and I was able to
16 tell [REDACTED] what happened and that's the first time she knew what
17 happened.

18 She didn't know the entire flight what had happened. And I
19 think about [REDACTED] a lot because she's the only person who can
20 recall me standing physically in the air during what happened and
21 she had her head turned and I saw her and I remember seeing
22 [REDACTED] but she apparently sat down immediately after she
23 unlocked the bathrooms, where I did not. And when we got to the
24 gates, the EMT came on. That felt like -- that whole process
25 right there felt like a lot longer because when I realized, when I

1 finally texted my family, it was a lot after when we had landed
2 and while we were deplaning I asked Anu if I could text my family
3 and just say I'm okay and she said yes. But that whole process
4 did take a while and I saw six passengers leave with the EMT and
5 that's the first time I found out that we had not lost a single
6 soul.

7 I didn't know and I -- that's when I emotionally lost it
8 because I thought we had lost people and I was trying my best to
9 keep a good composure and I saw the boy with the shirt and I
10 looked at him and I said are you the boy with the shirt, are you
11 the son that I was looking for and he said yes and I said where
12 did you sit and he said I jumped across into the empty seat, so
13 what I'm guessing is the -- the lady came out of the row, the mom
14 let go of her son in that moment to turn around to get out of
15 their seats because they all got out of their seats, I don't know
16 why, and when she thought she let go of her son to get out safely,
17 she thought he went out because he was not there.

18 So he abruptly reacted and jumped into the closest seat where
19 I had to take more time to find open seats for those two other
20 guests. The EMT came on board and took those six passengers and I
21 think it was the family in 25, the people in 25 and the people in
22 27. I don't know about the gentleman in 26, it might've been the
23 gentleman in 26, those are the people I cannot recall that walked
24 off the plane. And then that was that, right, is that it? Is
25 that everything?

1 UNIDENTIFIED SPEAKER: That's a lot --

2 [REDACTED] Yeah.

3 UNIDENTIFIED SPEAKER: -- I think so. Thank you.

4 BY MR. FEDOK:

5 Q. Yeah. No, yeah, that was a ton, a ton of great detail,
6 [REDACTED] and I can't thank you enough for walking us through
7 that day, I know it's not easy to remember. I am going to try to
8 walk through, not probably as much detail as you told us --

9 A. Okay.

10 Q. -- I'm going to try make sure my notes are correct in a few
11 places where I'm going to ask a few questions and then, like I
12 said, we'll go around the table and let others ask and make sure
13 that we understand it as best we can and then we'll let you go,
14 sound good?

15 A. Yeah.

16 Q. Okay, all right. So you said you woke up at 5:00 a.m. on the
17 day of --

18 A. Yeah.

19 Q. -- the event, on Friday, is that right?

20 A. Yeah.

21 Q. Okay. And you did two shifts with Amazon deliveries and the
22 second shift ended about 2:30 --

23 A. Yeah.

24 Q. -- is that right, in the afternoon?

25 A. Yeah.

1 Q. Okay. What was your report time that day, do you know?

2 A. I think it was 5:30. Oh, 4:40. Three forty, three forty.

3 Three forty.

4 Q. Three forty report time.

5 A. Four twenty departure.

6 Q. And I don't know --

7 A. Four forty departure.

8 Q. I know traffic is -- I know traffic is always tough
9 everywhere, but where do you live and how far is the commute for
10 you to get to the airport?

11 A. About 20 minutes, but that day in particular, my packages
12 ended in North Portland but it was still about 20 minutes, so I
13 was in North Portland driving --

14 Q. Okay.

15 A. -- to the airport.

16 Q. Okay. So you left about 2:30 from North Portland and
17 arrived, do you remember what time you arrived at the airport,
18 roughly for a 4:30? Is it --

19 A. I think it was a little bit before 3:00.

20 Q. Okay. All right, before 3:00. At that point you changed, in
21 your car, I guess, and then went in and did your normal check-in
22 procedures, you said hi to your supervisor and nothing abnormal
23 about that process, right?

24 A. No.

25 Q. You went upstairs, I think you said your gate was C7, is that

1 right?

2 A. Yeah, I believe that's right.

3 Q. Okay. And you checked in, wasn't sure that you got
4 acknowledged, so you sent a text message as a reminder to ensure
5 that they knew you were on the airplane?

6 A. Yeah.

7 Q. And you said you were -- I think you said you were the second
8 to last to board --

9 A. Yeah.

10 Q. -- from the crew member side, is that right?

11 A. Yeah.

12 Q. Okay. And [REDACTED] was the last one to arrive.

13 A. Yes, he was.

14 Q. Right. Okay. And let's see, you guys -- what were your --
15 from the D perspective, what are your normal procedures once you
16 board, what are your checks?

17 A. We check all our emergency equipment, we do a flight
18 attendant briefing.

19 Q. And [REDACTED] did the briefing, you said, is that right?

20 A. Yes, he did. He conducted the briefing.

21 Q. Was there any -- anything unusual or noteworthy about the
22 briefing you recall that day, turbulence or anything else?

23 A. No, we did not really communicate turbulence, that was
24 something that came up yesterday, as well. We didn't really talk
25 about turbulence, but I think all of us just kind of knew that

1 it's been bumpy up there, I think all of us have just been flying
2 so much that we kind of knew that it's winter season, but that was
3 not --

4 Q. That was my next question. Yeah, that was my next question.
5 What's your flight history been in the last week or so, how often
6 have you been up?

7 A. Oh. Well, this was my month of trying to financially come
8 back into work a lot, [REDACTED], [REDACTED]

9 [REDACTED]
10 [REDACTED] I don't know if I
11 had a flight on Wednesday, but I know I had one, I think I had one
12 Wednesday, Thursday, Friday, Saturday, and Sunday. I had one
13 every day, I think.

14 Q. And have you normally been waking up at 5:00 to --

15 A. Oh, yeah.

16 Q. -- your other job --

17 A. Oh, yeah.

18 Q. -- every day?

19 A. Oh, every day. [REDACTED] -- you don't get much
20 sleep.

21 Q. Well, I was going to ask, when you did your turns on those
22 days, Wednesday, Thursday, Friday, are those -- what time do you
23 normally get home after those?

24 A. Around midnight. One of them was midnight. I think two days
25 previous it was midnight. The night before, I think it was 9:00,

1 the night before was 9:00 or 8:00, 8:40. I think I saw 8:48, I
2 thought, that time's coming into my head.

3 Q. And you get home at those times, I imagine you don't go to
4 bed right away, what are your --

5 A. Sometimes I do.

6 Q. -- normal sleeping --

7 A. Sometimes I do.

8 Q. Okay.

9 A. Sometimes I do and it just so happened that that night, I
10 did, so I did go to bed --

11 Q. Good.

12 A. -- pretty early that night, so -- the night before the
13 incident.

14 Q. So the night before this event, you said 8:48 or something
15 like you went to bed?

16 A. Yeah, I think so.

17 Q. Okay. How were you feeling throughout the shift, were you
18 tired, were you struggling, were you pretty okay?

19 A. I was actually super excited because --

20 Q. Okay.

21 A. -- the flight crew before pumped me up about the people I was
22 flying with and I already had flown with [REDACTED] the previous day
23 and I don't want to say too much, but it was just -- I was excited
24 to fly with [REDACTED]

25 Q. Okay, excellent. Okay. A little sidetracked there, let me

1 get back to what you told us here. So you mentioned the briefing,
2 you had a briefing with [REDACTED] nothing of any note came out that,
3 you didn't discuss any turbulence, but you knew it had been bumpy
4 in the previous days. Did you have a briefing with the flight
5 crew, do you recall?

6 A. The pilots? No.

7 Q. Um-hum.

8 A. No, I think [REDACTED] had his own, his own briefing --

9 Q. Okay.

10 A. -- with the captain.

11 Q. Okay. And the boarding process, as a D, you are in the
12 forward galley, you said you did a lot of meeting and greeting the
13 passengers, forming that bond with them --

14 A. Yeah.

15 Q. -- and the UMs came on board, you had four of them, there was
16 the one in 7 Foxtrot, a female, and then there was three in the
17 back, you said, who came on later, is that right?

18 A. The three was 7 Fox, 32 Alpha, and 32 Bravo that came on
19 first. [NAME REDACTED], that little boy --

20 Q. Okay.

21 A. -- the five-year-old, came on last. He was the very last
22 passenger on the flight.

23 Q. And he was 32 Charlie --

24 A. Yes.

25 Q. -- is that right?

1 A. Yes, he was.

2 Q. Okay. Very good. Okay. And normally, I think you said [REDACTED]
3 did -- does the briefings or [REDACTED].

4 A. [REDACTED]. [REDACTED] does it.

5 Q. But you did it -- [REDACTED] normally does the briefings but he
6 asked you to because he was having some communications with [REDACTED]

7 A. It was a chaotic boarding, now that I remember, I think there
8 was just a lot, a lot going on and [REDACTED] still needed to brief the
9 exit row, so he was briefing the exit row, I think that's why he
10 was -- he asked me to brief [NAME REDACTED]. So he did that. I
11 think that's why he was forward.

12 Q. Okay. And the briefing of the UMs, can you walk me through,
13 I'm not familiar with Alaska Airlines' policies, you mentioned the
14 name, where are you going, and the birthday, I think. What else
15 do you tell them?

16 A. That's the checklist before they even get on board, so we
17 double-check --

18 Q. Okay.

19 A. -- that this child knows where they're going, what their name
20 is, and their birthday. So we did that check --

21 Q. Um-hum.

22 A. -- [REDACTED] did that check, I think I even saw him sign the
23 paperwork, and then I turned around and took [NAME REDACTED] to
24 his seat because I didn't escort any of the other kids, but I did
25 take [NAME REDACTED], and that's when I pulled down our demo kit

1 and I showed him everything. At first I sat him down, he was so
2 cute, so proper, his hair was combed -- everything. I remember
3 him so well. I put the seatbelt on him and I sat him down, I said
4 here you go, sweetie, and I kept trying to conversate with him but
5 it didn't sound like he really wasn't understanding --

6 (Computer chimes.)

7 [REDACTED] Do I delete that or move that?

8 UNIDENTIFIED SPEAKER: It will go away.

9 MS. JARRETT: It will go away.

10 [REDACTED] And then after that, I pulled out the demo
11 kit and I showed him and I said, "I know I just did this for you,
12 but this is how you open it," and I showed him and then I did the
13 oxygen mask, the life vest, and then that's when I said I don't
14 think he's understanding me and the C was standing right there and
15 she stepped in and she started speaking Spanish, which I didn't
16 know she could, and the family across the way, I forgot to
17 mention, spoke Spanish and stepped in and said do you understand
18 them and he was like yeah, and that's when he kind of flirted
19 with, a little, the C flight attendant a little bit.

20 BY MR. FEDOK:

21 Q. So he responded in Spanish to them or did he respond in
22 English at that point?

23 A. In English. In English.

24 Q. Okay.

25 A. He responded in English, so I got offended.

1 (Laughter.)

2 [REDACTED] Very much.

3 BY MR. FEDOK:

4 Q. So he did understand English --

5 A. Yes.

6 Q. -- and all the information that you told him, he did hear and
7 understand, it was just you weren't getting any verbal responses
8 back to indicate that.

9 A. Yeah. [REDACTED] told me later, when she checked on him, he
10 had his mask on. She said the only thing he didn't do was tighten
11 it tighter, that was the only thing the little boy did not do.

12 Q. And if you had to guess, do you know [NAME REDACTED]'s age?

13 A. I would say five.

14 Q. Excellent. And at that point, you guys -- you went back to
15 the forward and [REDACTED] briefed the exit row, you said, you went
16 back to the forward and I think at that point --

17 A. Arming my doors.

18 Q. Yes, you armed your doors and got ready for takeoff, is that
19 right?

20 A. That's correct.

21 Q. You mentioned the demo was outstanding, you called it great,
22 and all the crew members were in sync.

23 A. Yeah.

24 Q. You also mentioned you're from the Virgin side, can you give
25 me a little bit of background on your flying experience and how

1 long you've been a flight attendant and for whom?

2 A. Alaska and the Virgin, that's it. I've been flying since
3 2015.

4 Q. Okay. All right. Okay, let's see. You did your compliance
5 check, you mentioned, you confirmed you're confident that there
6 were no seatbelts around any of the --

7 A. Infants.

8 Q. How many infants were on board?

9 A. I think there were three lap infants.

10 Q. Okay. And at that point, you -- did you go back to [NAME
11 REDACTED] a second time --

12 A. No.

13 Q. -- during the compliance check?

14 A. No.

15 Q. No, just the once.

16 A. I was already back there and then I stayed forward.

17 Q. Okay. And [REDACTED] went to the back, you said you didn't see him
18 take any orders, I assume that's for drinks --

19 A. For first class.

20 Q. -- while you were on the ground?

21 A. Sometimes --

22 Q. Yeah.

23 A. -- some flight attendants will take orders on the ground. I
24 never saw [REDACTED] do that once.

25 Q. Got it. And you mentioned the rest of the taxi and takeoff,

1 everything was normal. You heard the chime at 10,000 feet and you
2 got up to start service, you were in the forward galley getting
3 ready, it sounds like, to set up the galley bar --

4 A. Yeah.

5 Q. -- and at that point it got bumpy.

6 A. Yeah.

7 Q. You turned around and at that point you looked down the aisle
8 and you saw [REDACTED] in the aft of the airplane unlocking
9 bathrooms, is that right?

10 A. Yeah.

11 Q. You never got the opportunity to unlock the forward lavatory?

12 A. That's the first thing I did. So when I take off my
13 seatbelt, I turn around, unlock it, and then I walked forward to
14 the main area and then I felt the bumps and I was like I better
15 wait on doing the galley, so I turned around. So that's how quick
16 it was, just this little action as I'm walking. I think I waited
17 for [REDACTED] to finish his announcement, too. But I heard the chime,
18 got up, unlocked the bathroom, walked over, but it was very, very
19 quick from 10,000. It was probably a minute.

20 Q. Okay. And can you -- at that point you had the -- what you
21 describe, I believe, as an explosive event --

22 A. Yes.

23 Q. -- occurred, is that right?

24 A. Yes.

25 Q. And can you just tell me exactly where you were standing and

1 what your position, your body position was when that happened, to
2 the best of your memory?

3 A. I was standing by the flight deck door, turned to [REDACTED] and I
4 had just looked down the aisle, but I don't know if it was the
5 pressure that blew me or some -- [REDACTED] immediately grabbed me. But
6 I remember when I flew, got pushed, got thrown, that the pressure
7 was so strong it turned my head and I got to see inside the flight
8 deck.

9 And when I looked into the flight deck, that's -- but that's
10 all I can really think about was her, too, was [REDACTED] because
11 that's who I saw and I saw what happened to her body and I'm
12 terrified for her experience and what she -- and not knowing what
13 had happened, but her trying immediately and reacting so quickly
14 to looking for that emergency list, so quickly after me even
15 seeing in those couple seconds her head flying forward and going
16 back. I saw the reaction of it flying back, being like thrown
17 back and then she immediately turns and her headset was off and
18 she was looking for that checklist that blew away.

19 Q. Do you believe you were struck by the cockpit door, do you
20 have any bruising --

21 A. Yes, yes.

22 Q. -- or any injuries?

23 A. Yes.

24 Q. You do?

25 A. It's on my arm --

1 Q. Can you just --

2 A. -- and my knee. I --

3 Q. Okay.

4 A. It's my elbow area right here and now my fingers are kind of
5 numb.

6 Q. You pointed to your right, your --

7 A. Yes.

8 Q. Your right arm.

9 A. Yes. And then it's my knee, my kneecap, it was swelling, and
10 the fire department looked at me and had to cut my pantyhose to
11 kind of see that it was going to blow up like a balloon and it
12 did, to keep it elevated and to ice it and that's what I did. Now
13 my upper back is hurting a lot and I think that has to do with the
14 twisting, standing up, just kind of the whiplash and I'm sure
15 that's probably common in these situations, but just the upper
16 back.

17 It's hard to sleep and yesterday was my first time I've
18 experienced ear, ringing in my ear while I'm trying to think in
19 pure silence. Because that sound in the air was quiet, it was so
20 loud and then it was quiet and every passenger was so peaceful and
21 so calm and I think everyone thought they were dying. And we did
22 have passengers get up while we were taxiing and they were
23 screaming at us and cussing and telling us that they're not going
24 to listen to us and I do remember kind of vaguely hearing the
25 screaming of [REDACTED] and [REDACTED] telling people not to evacuate,

1 not to evacuate the emergency windows because we didn't need to do
2 that. Again, I don't know when that communication was delivered
3 from the pilots, but we knew that we were not evacuating
4 emergency, so we were going to the gate, so she went out there and
5 I guess got a head count and see if there was anybody at these
6 windows and I did not know that. But she also went out -- went
7 out and was shouting do not open these windows, do not open the
8 window exits because people tend to panic.

9 I do remember hearing her scream, but I never heard a single
10 announcement, that was one thing that was terrifying, the oxygen
11 mask was terrifying, the fact that the pressure could even open
12 that flight deck door was terrifying, how strong that force, that
13 -- there's no way to describe that, that huge force, and then now
14 the ringing in my ears is -- I don't -- I don't know. I don't
15 know what that's -- what that's -- what's going to happen with
16 that, too.

17 Q. Were you taken to a medical facility --

18 A. Yes.

19 Q. -- after the event?

20 A. I went last night for the first time because I think there
21 was just so much adrenalin running in me the first night, I went
22 to a medical facility last night.

23 Q. Were they able to give you a diagnosis for any of your
24 injuries?

25 A. They want me to go to a personal doctor, but --

1 Q. Okay.

2 A. Yeah. And I have not been able to pick up the medicine, I'm
3 trying to pick up my medicine.

4 Q. Okay. Okay. Thank you. I'm just going to go through a
5 little bit more and then let everybody go around the room. At
6 that point your primary focus was attempting to close that flight
7 deck door.

8 A. Yes.

9 Q. And you used your arms, you sat down, you had your restraints
10 over your shoulders, not buckled, and tried everything you could
11 to push it, kick it, shove it and get it to close, sounded like
12 that was a significant struggle, but ultimately you were able to
13 get the door closed?

14 A. Yeah, with the wind, too. I remember the wind being so
15 strong and that probably was preventing me from closing it, too.
16 And I didn't have a mask on, I don't even know how I did it, but I
17 -- I full forced somehow got that door to close and I was told
18 that that was a really good thing that I did and I didn't know
19 that because I thought it was maybe up from the front and I don't
20 know why my mind told me to just close that door, but I did.

21 Q. And the first time you recognized that the masks had dropped,
22 again, when you sat down on the jump seat with [REDACTED] just before --

23 (Crosstalk)

24 [REDACTED] It wasn't even the one in front of me. It
25 wasn't even the one in front of me, it was the one across the way.

1 I didn't even know that there was a mask in front of me. It
2 might've even been the passengers right there, right in front of
3 me that I could -- that I saw that mask had even fallen. I didn't
4 even see the mask that was, I think, angled right above [REDACTED]
5 seat than it was my seat and [REDACTED] has explained that it was really
6 hard to untangle those masks, I think that's what everyone has
7 said, that it's extremely hard to untangle those masks to get one
8 on you.

9 BY MR. FEDOK:

10 Q. Okay. You were able to -- eventually, you got the portable
11 oxygen bottle out, right?

12 A. Yeah.

13 Q. So did you get a mask on first and then get the portable
14 oxygen bottle out --

15 A. Yes.

16 Q. -- or did you just --

17 A. Yes, yes.

18 Q. You did, okay. And did you get the portable oxygen bottle
19 out because you were going to go back in the cabin --

20 A. Yes.

21 Q. -- or was that just because you thought -- you did, okay.

22 A. Yeah. It was for one of us to go out into the cabin to see
23 what was happening.

24 Q. Right. And you said you saw an elderly woman and the mother,
25 you described the elderly woman was seated in 25 Charlie and the

1 mother being seated in 25 Bravo, is that right?

2 A. I'm assuming, I don't -- I don't know. That's the best of my
3 knowledge and there was no boy, there was no boy there.

4 Q. Okay. So you went back and asked her what was wrong and you
5 said it looked like she was on the floor screaming --

6 A. Yes.

7 Q. -- and shaking.

8 A. Yes.

9 Q. Okay. And you asked her what was wrong at that point, she
10 said she couldn't find her son and that's the point where you
11 looked, turned, and saw the hole in the airplane.

12 A. Yes.

13 Q. And you also saw the passenger in 26 Charlie and you
14 described him as -- you know, I think your term was a rock star or
15 something?

16 A. Yeah.

17 Q. So I take it he was not emotionally affected by the event,
18 apparently.

19 A. Yeah, yeah. No, he was just handling it, I don't know his
20 story.

21 Q. Okay. And at some point you recognized there were cameras on
22 here, so you said --

23 A. Yes.

24 Q. -- passengers had taken out their --

25 A. Everywhere.

1 Q. -- phones and were --

2 A. Everywhere. I think almost every passenger that had a phone
3 had their phone out. So I know there's footage out there and
4 that's why I sent the text because I said they're doing a lot of
5 cameras on us.

6 Q. Eventually you resealed the mom in 16 Echo and the elderly
7 woman in 16 Delta, those were empty seats --

8 A. Yes, that's correct.

9 Q. -- from the boarding. Okay. And you did not go back any
10 further than 24 --

11 A. No.

12 Q. -- because you didn't think it was safe to do so.

13 A. No, no.

14 Q. And you turned around and went back to your jump seat.

15 A. Yeah.

16 Q. And at that point I think you said you were told to go back
17 and check on the UMs, I think you checked on her on the way out
18 and then on the way back, is that right?

19 A. Yes. And the people in the back had called because they had
20 just, I think, completed checking on the UMs in the back, so they
21 wanted to turn my (indiscernible) to check on 7, not knowing that
22 I had already done that, but since [REDACTED] asked me to go check
23 again, I did. So I went back to go check on 7 Bravo to make sure,
24 the words were "to see if it's on right, see that the mask is on
25 correctly," that was the verbiage and that's when I second guessed

1 myself and I went back to go check to see if the mask was on
2 correctly for that UM. And it was.

3 Q. Can you describe your experience with the portable oxygen
4 bottle again in a little bit more detail for me? You mentioned
5 difficulty opening the pouch that contained the mask and the
6 difficulty, I think, once you got it opened with the mask itself
7 and ultimately, I couldn't quite get it, you didn't use it or if
8 you used it, just in a different way than it was intended.

9 A. I definitely used it and that was probably the biggest
10 concern with the recordings is that I'm holding a plastic bag over
11 my mouth the best that I can because there was no way to even
12 separate the mask efficiently and effectively over my face and I
13 just put this little bag the best I could over my face and that
14 little metal thing did nothing and I didn't even have the strap, I
15 couldn't even get that, I was just like, you know what, screw it,
16 these people need me right now, I'm going to go out there and see
17 what happened and I'm holding the mask in the video like this and
18 I'm trying my best to get oxygen while I'm trying to see what's
19 going on.

20 Q. I understand. And did you sense -- did you ever get any
21 oxygen from it?

22 A. Yes, yes.

23 Q. Or --

24 A. Yes.

25 Q. Okay.

1 A. Yeah, there was some --

2 Q. So it seemed like it was functioning --

3 A. I don't think there would have been any way I could've done
4 what I did if I wasn't receiving any type of oxygen, especially
5 after the door because that took a lot out of me with the wind and
6 how fast that force was and then being thrown like that, I didn't
7 even know I was hurt until people started deplaning and I felt my
8 knee just hurting a little bit more and that, that was -- yeah.

9 Q. Okay. When you were using the portable oxygen bottle, did
10 you -- is there a strap on that bottle?

11 A. Yes, I had the strap around me.

12 Q. You had the strap around your body, so you didn't actually
13 have to physically hold the bottle?

14 A. Yeah, [REDACTED] even double checked me while he was on -- he held
15 the phone and he readjusted me and he made sure that I was walking
16 out there properly, but he knew we could not open that, we were
17 both trained, both shaking like crazy, but we were trying our best
18 to get that bag open.

19 Q. And then at some point did you turn the bottle off and stop
20 using it when you returned to your jump seat --

21 A. Yes.

22 Q. -- or did you keep it on for the rest of the flight?

23 A. Yes. And I already knew that we could breathe without the
24 mask but I didn't want passengers to take off their masks. I
25 didn't feel comfortable with being the face of the cabin, the only

1 flight attendant they can see, taking off my mask and not being
2 compliant with what they felt comfortable with, maybe, so I kept
3 my mask, the top one, even though it probably was out of oxygen, I
4 kept it on.

5 Q. Okay. And you mentioned you were talking with [REDACTED] as far as
6 the -- preparing for an evacuation --

7 A. Yeah.

8 Q. -- once you knew you were landing, but you had no
9 recollection about announcements or a timing on how -- when you
10 were landing or anything like that?

11 A. No. We had no communication.

12 Q. Okay. And once you landed --

13 A. We heard the landing gear, I'm sorry, we did hear -- up in
14 the front we heard the landing gear, so I know from Virgin and
15 Alaska about three minutes when you hear that landing gear, so I
16 knew that internally you have about three minutes when that
17 landing gear goes down. So when I heard that, that's when I said
18 heads down, stay down, like the moment I heard that and I said
19 we're preparing for a land, remember, we're preparing for land.

20 Q. So you and [REDACTED] were preparing for that but there were no
21 commands to the passengers --

22 A. No.

23 Q. -- to brace position --

24 A. No.

25 Q. -- or anything like that, okay. All right. And you

1 mentioned that [REDACTED] it seemed like he was working the interphone
2 while you were going through the cabin, it sounds like he was the
3 one who was contacted by the flight attendants in the rear and he
4 was also attempting to contact the flight crew, which was
5 unsuccessful, you said, for quite a while but eventually, I think
6 what you said is, you know, that there was some information about
7 turning around that was provided, is that right?

8 A. The pilot's mask, they -- that's the first thing a person,
9 they said to us, their mask couldn't work over the PA so they
10 weren't able to have their oxygen on and to communicate with us,
11 is what they told us. So whatever the mask -- because there was
12 no way for them to tell us and she said she was screaming to try
13 to tell us what was wrong or what was happening or what was going
14 to happen, but I think they said that they heard everything that
15 we were saying and she was trying to shout over the intercom.

16 Q. Okay. So they did answer the interphone, it's just that --

17 A. Yeah.

18 Q. -- [REDACTED] could not hear anything that they were saying.

19 A. Nobody could, not even the back.

20 Q. Right. Okay, okay. But at some point you became aware that
21 they were, in fact, conscious and had control of the aircraft.

22 A. Yes.

23 Q. Because at one point you didn't even know that, right?

24 A. Yes, yes.

25 Q. You remembered that you were deiced prior to departure --

1 A. Yes.

2 Q. -- and I want to go back and make sure that we got -- and
3 after you got to the gate, you did your normal disarm and cross-
4 check, and did the flight crew come on at that point and make an
5 announcement to passengers, that you recall?

6 A. The flight crew? Oh, the pilots?

7 Q. Yes.

8 A. I don't remember.

9 Q. Yes.

10 A. The captain might've come over the PA, but I can't recall
11 that moment, all I could think about was the call lights that kept
12 going off and a passenger who didn't speak English or a --
13 wheelchair guest who didn't speak English in 4 Delta, 4 Fox. Four
14 Delta was assisting and I said I -- I just kept trying to
15 communicate with him, saying I can't right now, I need to stay by
16 this door because we didn't know anything, we didn't know, I was
17 like please, like, give me a second, let me get this door. And I
18 was trying my best to communicate that, so I don't know if there
19 was a PA but I was distracted in that moment to communicate with
20 -- I guess I can't -- I can't get that call light.

21 Q. Understood. And it seemed like it was quite a while, but
22 eventually EMTs came on board --

23 A. Yeah.

24 Q. -- and they walked through the cabin and six people, about,
25 exited with them --

1 A. Yeah.

2 Q. -- is that correct?

3 A. Yeah, because [REDACTED] did a head count, so I had to remember the
4 six people.

5 Q. Excellent. And at that point when, I guess, the deplaning
6 that occurred, you saw the boy without his shirt?

7 A. Yeah. With his shirt, I think.

8 Q. And you were able to --

9 A. I think he had his shirt on. I don't know where he got a
10 shirt from, but he did exit with a shirt.

11 Q. He did have a shirt. Okay. And you did have at least a
12 short conversation with him where you were able to discern that he
13 jumped across the aisle during the --

14 A. Yes.

15 MR. FEDOK: -- confusion to get away from -- okay. Okay,
16 thank you very -- or make you go through all of that again, but it
17 really helps our note taking and to understand exactly what you
18 experienced. I'm now going to open up and allow those in the room
19 to ask some questions, I'll start with Dr. Sevillian.

20 Go ahead, Dujuan.

21 BY DR. SEVILLIAN:

22 Q. Hey, good. Thanks, [REDACTED] for going through that. I
23 understand it's a very difficult time and just some of my
24 questions are, you know, some of the same, I just wanted to
25 clarify some things. So going back to the PBE, did you say

1 earlier that you had to use a badge or you tried to use a badge to
2 open it up?

3 A. Yeah, I have a little pokey thing and I think I recall us
4 having to poke the bag to try to even open it, but we were so
5 shaky, the bag was just really, really hard to open. I don't know
6 if it was the type of plastic, so it doesn't break easily or get
7 exposed easily, but it was really hard to open that bag that was
8 attached to the oxygen mask.

9 Q. And in terms of the PBE, is that something in training that,
10 you know, you use some sort of -- is it ever difficult to open it
11 then?

12 A. I think it's pre-opened.

13 Q. Okay, all right.

14 A. I think it might be pre-opened.

15 Q. Okay, all right. And then just to go back to the UMs, I'm
16 just trying to understand the seating assignment there, could you
17 just go over that again, where they were located?

18 A. The two brothers were in 32 Alpha and Bravo, they were
19 traveling together. [NAME REDACTED], the five-year-old, was in 32
20 Charlie, so they all three were sitting together. Seven Fox was
21 all by herself.

22 Q. Okay. All right. And then -- so during the process of
23 deplaning, can you recall when the pilots deplaned, do you
24 remember that? Did they deplane --

25 A. They deplaned when we did.

1 Q. When you did. Did any of them communicate with you or
2 anything?

3 A. I kind of got into a little fight with the captain, not like
4 an argument, but I was explaining to him because they thought it
5 was the exit row. They thought it was the exit row door and I was
6 like no, it's the fuselage on the plane that broke off and the
7 captain goes I thought it was the exit door and I said no, because
8 I haven't had time to go back there yet, obviously.

9 He's like, but it's the fuselage, and I didn't know much
10 about plug doors, we're not trained on that, so I said yes, it's
11 the fuselage. And you can't really tell it's a door from the
12 inside that much, like you can, but it's more from the outside
13 that you can see the outline of an actual door is there.

14 Q. Did he provide any follow-up information on why he thought it
15 was the exit door?

16 A. No, I don't think so. Or I can't recall, but he did talk to
17 me.

18 Q. Okay. You said one of the pilots said that they could not
19 use their mask and use the PA --

20 A. Yes.

21 Q. -- at the same time?

22 A. Yes, yes. It was really difficult for both of those. And I
23 do have a comment about the pilots.

24 Q. Um-hum.

25 A. They told me the window fell over West Linn, that's what they

1 told me, and I'm hearing Beaverton. I don't know if that's
2 important, that's what I was told, we were over West Linn because
3 I did ask that question. And [REDACTED] told me it was West Linn.

4 Q. And how are you spelling that, what is -- can you spell that
5 for me?

6 A. W-e-s-t L-i-n-n.

7 DR. SEVILLIAN: Okay. Let's see, see if I have any other --
8 I don't think I have any other questions for right now, thank you.

9 [REDACTED] Okay.

10 BY MS. JARRETT:

11 Q. Oh, sorry. Thank you. So [REDACTED] you saw -- [REDACTED] was
12 the first officer and she was the one that you saw when --

13 A. Yeah.

14 Q. Okay, just wanted to clarify that. When you heard the loud
15 boom, did you notice any lights, did the lights go to bright?

16 A. No, I didn't notice that until -- the cabin was so dusty,
17 there was a lot of haze in there, and I don't -- honestly, it
18 sounded like a bomb, it sounded like a bomb went off and there was
19 an explosion, but I had no comprehension of what was happening on
20 those phones and the image I see as soon as possible --

21 Q. Okay.

22 A. -- but no.

23 Q. Did you ever hear the -- did the prerecorded announcement
24 come on?

25 A. I did not hear that.

1 Q. Okay.

2 A. I think it was the wind.

3 Q. Okay. Did anyone start shouting commands of like keep your
4 masks on or --

5 A. Uh-uh.

6 Q. Okay. Back to 26 C, when you went back to him and he gave
7 the thumbs up, did it seem like -- was it more like, was he -- did
8 he seem like this is cool, it was like in a kind of euphoric kind
9 of way?

10 A. Maybe. I never even thought about that.

11 Q. Okay, but he was just very like --

12 A. Like concerning, like --

13 Q. Okay.

14 A. -- all of us are like that man, like this is cool, like --

15 Q. Okay.

16 A. That's not normal, I guess.

17 MS. JARRETT: All right. I think those were the only
18 clarifying questions I have, thank you, ma'am.

19 MR. HOWELL: Thank you for going through all of that again
20 with us.

21 MS. JARRETT: Identify yourself.

22 MR. HOWELL: Sorry, Kaliko.

23 BY MR. HOWELL:

24 Q. For the demo, you mentioned that it was very in sync. Do you
25 recall, were passengers actually watching you? Like, I know

1 there's that gamut of completely ignoring and --

2 A. I do, because the previous day I was A and I was shouting
3 because I felt like people were not listening, but I almost said
4 an announcement, "Please stop talking, I'm giving a briefing right
5 now, this is important." So the next day, I think that's why I
6 noticed a lot more because I knew from my previous flight people
7 were not really --

8 Q. And on this flight were they actually --

9 A. Yes.

10 Q. -- paying attention to the demo?

11 A. Yeah.

12 Q. Awesome.

13 A. Just kind of very tuned.

14 (Laughter.)

15 MR. HOWELL: I'm happy they did.

16 [REDACTED] Yeah.

17 BY MR. HOWELL:

18 Q. And then, also, you had mentioned when the decompression
19 occurred, you had [REDACTED] kind of grabbing to make sure --

20 A. Yeah.

21 Q. -- you're secure. Obviously a lot happening, but what --
22 what was your gut reaction at that point?

23 A. Close the flight deck door.

24 Q. Close the flight deck door, okay.

25 A. That was number one because that's the thing that flung and

1 hit me and I don't know if it was like a reaction, just like you
2 instantly slam something, but that was my gut reaction was close
3 that door and then take my seat.

4 Q. And then the mask, the oxygen mask for the POB --

5 A. Could never, ever reach that flight deck door, by the way.
6 It could never be there, if that ever happened again, there's no
7 oxygen to reach that level of length.

8 Q. For the two sides?

9 A. Yeah.

10 Q. When you were trying -- when you guys were trying to open the
11 packaging, was it both the packaging was hard to open as well
12 as --

13 A. As the mask, the plastic --

14 Q. As like apply it, as well, like --

15 A. I didn't even apply it. I didn't even put it on.

16 Q. Just hold it.

17 A. I just held it right here and I went down the row with it
18 across like this.

19 MR. HOWELL: Thank you.

20 [REDACTED] Yeah, yeah.

21 MR. HOWELL: Those were in all the clarifying --

22 [REDACTED] Okay.

23 MR. HOWELL: Thank you, thank you.

24 BY MR. WALLACE:

25 Q. So I'm Bruce, for the record. And like everybody else,

1 thanks so much for this, this information you've given us is
2 amazing and very important and great job on the airplane for you
3 and seeing it kind of almost makes me emotional just listening to
4 you tell the story, but I appreciate that.

5 The question I had is I think you mentioned that the pilots
6 didn't know that there was a hole in the airplane until you were
7 on the ground?

8 A. Until they opened the door and they were landed at the gate.

9 Q. Okay. So they didn't know that, that whole time. And there
10 was some communication, you had mentioned earlier that the pilot
11 could hear [REDACTED] but he could not talk back?

12 A. That's what I heard, I heard -- I heard that she could hear
13 the commotion, but I think her focus was somewhere else.

14 Q. Okay.

15 A. I don't know, I wasn't a part of any communication.

16 Q. That makes total sense.

17 A. Which was terrifying, also.

18 Q. Yeah, no kidding. And then, so the environment, once you
19 heard that explosion, you mentioned that it was kind of dusty in
20 there and --

21 A. Very hazy and super hot, it was extremely -- like makeup was
22 melting off my -- my makeup was all super hot.

23 Q. Okay, wow.

24 A. Like touching the sun hot, but it was really hot, I was
25 sweating, that's the number one thing I think I reported,

1 actually, is that it was so hot when you went into the cabin.

2 Q. Wow, okay.

3 A. And [REDACTED] actually told me that was the exhaust from the
4 engines, so it was the engine.

5 Q. Okay.

6 A. The heat.

7 Q. And then was it like windy the whole time up in the front
8 where you were at?

9 A. It calmed down when I think, I'm assuming, we got lower. It
10 was very calm and I think that's when people felt safe recording
11 those videos because things were not flying around at that point.
12 And that's when I think a lot of us got into the aisle to double
13 make sure -- but we were also very low at that point, so I think
14 we might've been in our jump seats when those videos were taken,
15 but I don't recall how those lights turned blue because in the
16 videos they are blue and I don't remember ever changing those
17 lights to blue.

18 Q. Which lights are blue?

19 MR. HOWELL: The cove lights.

20 MR. WALLACE: Interior.

21 MR. HOWELL: It's for our landing, takeoff, we have a landing
22 setting which is called takeoff (indiscernible) and it's a lighter
23 blue --

24 MR. WALLACE: Okay.

25 MR. HOWELL: -- in the cabin, so you can see 10, 5 rows away.

1 It was just for the NTSB for better illumination in case we
2 evacuate. We used to turn our lights off and they said no, no,
3 you want to have some illumination, so with these aircraft, we
4 changed our lighting to have it. So it was light blue in videos
5 and --

6 [REDACTED] Yeah.

7 MR. HOWELL: -- are bright and earlier, in some other videos,
8 it was bright lights, the white light --

9 (Crosstalk)

10 [REDACTED] So that's why I'm confused on like when
11 that happened because I was just so busy doing so many things, I
12 don't remember actually really noticing the light-changing
13 scenarios and when it actually turned blue.

14 BY MR. WALLACE:

15 Q. Okay, that's interesting. When you got on the ground, you
16 said that people started to get up and try to start evacuating --

17 A. I was screaming at them.

18 Q. -- you had to keep them --

19 A. I think it was Row 11 and the dad was cussing and screaming
20 and saying I'm trying to save my f-ing kids' lives or something
21 like that, but I don't think he really knew how unsafe that was
22 because we weren't sure how we were evacuating or --

23 Q. Yeah, were we even stopped or were we still taxiing?

24 A. No, we didn't stop, we kept going. We kept going.

25 Q. So you never stopped the airplane and they were still

1 screaming that they wanted to --

2 A. Yeah, the plane was moving, they were up.

3 Q. Okay.

4 A. I said get in your seats, get in your seats. [REDACTED]

5 [REDACTED]

6 [REDACTED]

7 [REDACTED]

8 Q. Could understand that.

9 A. Yeah.

10 Q. Yeah. Let's see. The other part is when you did get hit by
11 the door, you said that [REDACTED] had grabbed you.

12 A. Yeah.

13 Q. Did you feel like a force beyond the door that might have
14 been pulling you down?

15 A. Oh, yeah. It was like a gush of wind and air, [REDACTED] said the
16 first thing he noticed, too, during that time was the curtain
17 blowing, the curtain was blowing in the wind and it was blowing
18 towards the hole, like that way, down the aisle --

19 Q. Okay.

20 A. -- and everything was coming at me from the flight deck, so
21 that's why I thought this was in the flight deck, so I originally
22 thought I had done something wrong because I just was like okay,
23 we'll handle this later, like I don't -- I don't know, but I
24 closed that door, my reaction was to close that door.

25 MR. WALLACE: Okay. All right. Yeah. All the questions I

1 got, great answers, appreciate that.

2 BY MR. VINCENT:

3 Q. This is Steve. How long did you fly for Virgin?

4 A. Four or five years.

5 Q. So do you remember back in initial and recurrent
6 (indiscernible) had a different kind of mask?

7 A. Yes.

8 Q. And I would like to know your opinion --

9 A. Yes.

10 Q. -- what -- my experience with the Virgin system was my
11 opinion, but I want to know what your opinion is, I mean, now that
12 you've used both for -- you've been with Alaska now four years,
13 five years?

14 A. Yeah, I think it's equal time.

15 Q. It's almost equal time.

16 A. Yeah.

17 Q. So in those periods from recurrent training, initial
18 training, and real-life experience, which bottle would you want on
19 the airplane?

20 A. The Virgin one.

21 Q. Why?

22 A. Because the mask is easier to don.

23 Q. Even though you had to remove the mask from the yellow cup
24 and then unfold it and then put it on, do you think for speed and
25 efficiency, that was the appropriate model?

1 A. Yes.

2 MR. VINCENT: Thank you very much. I don't have any other
3 questions.

4 DR. SEVILLIAN: Jason?

5 MR. FEDOK: Okay, thank you very much.

6 DR. SEVILLIAN: We got one more --

7 MR. FEDOK: How many more --

8 (Crosstalk)

9 DR. SEVILLIAN: We got one more.

10 MR. FEDOK: We have one more? Go ahead.

11 MR. WALLACE: I do have one more follow-up.

12 MR. BEUKER: Thanks, Jason. This is Gifford.

13 BY MR. BEUKER:

14 Q. So [REDACTED] I didn't type very well, I'm not great at this,
15 but it's better than my handwriting, so I apologize. During the
16 deplaning you saw the mom and the boy come forward that were in
17 that row and you said, "you're the boy with the shirt"?

18 A. Yes.

19 Q. What made you say that?

20 A. Because that's the first thing the mom said to me, she was
21 holding on to his shirt and his shirt fell off. She was screaming
22 that in the aisles.

23 Q. Okay, thank you. I was wondering, trying to connect the dots
24 on that one.

25 A. Yeah.

1 Q. So the mom said --

2 A. So I think that's where the whole shirt thing happened. I
3 never saw the half-naked boy, I never saw that, I never witnessed
4 any of that, but I did from the mom, the mom was telling me and
5 she was screaming that.

6 Q. I was holding my son and his shirt came off.

7 A. Yeah, his shirt flew off or it blew his shirt off, it blew
8 his shirt off, is what she said.

9 Q. And I know this is a funny detail thing, did -- that you are
10 aware of, did anybody lose their shoes or socks?

11 A. I saw the sock, I saw the sock hanging there on the door. I
12 have no idea where the sock came from, I have no idea, I didn't
13 see, but I think [REDACTED] saw the person who had the missing sock
14 leave the airplane because he was aware of the sock and I don't
15 even know how he was aware of the sock because he was on the
16 phone.

17 Q. Well, you're not required to do foot checks.

18 A. I know, I was just -- I think that is something [REDACTED] will
19 tell you, that he actually did see the person with no sock.

20 Q. And I'm going to backtrack, just -- this is a detail point.
21 Just after you boarded, you were waiting, [REDACTED] came on last, then
22 you guys had a briefing.

23 A. Um-hum.

24 Q. [REDACTED] does the briefing or --

25 A. No, [REDACTED]

1 Q. [REDACTED] thank you.

2 A. The A flight attendant.

3 Q. And you said [REDACTED] was in the aisle doing his checks --

4 A. Um-hum.

5 Q. -- during boarding. Was he doing --

6 A. Right when we gave the okay to board.

7 Q. Oh. Oh, okay. Thank you.

8 A. And I think UMs were already waiting.

9 Q. And he was doing his preflight checks of the equipment?

10 A. Yes, yes. Yeah.

11 MR. BEUKER: Got it. Okay, thank you. That rounds out my
12 picture.

13 MR. WALLACE: I got one more, if I can. This is Bruce.

14 BY MR. WALLACE:

15 Q. You mentioned that the oxygen masks that come down, that they
16 were, how did you word it --

17 A. Tangled.

18 Q. -- was hard to untangle the masks.

19 A. Um-hum.

20 Q. So what were they, kind of --

21 A. Yeah.

22 Q. How do you explain that, because --

23 A. It's difficult, I don't -- it's not efficient, it's not --
24 and where it's angled back to, like in that moment when you're hit
25 with that much pressure and you're kind of just thrown a little

1 bit and I sat down, it took me a minute to even realize what had
2 just happened and we didn't even know what happened, and then the
3 mask isn't in front of me, it's off to the side by [REDACTED]

4 Q. Um-hum.

5 A. So it took me a minute to look at passengers or the oxygen
6 mask here because all I could think about was that flight deck
7 door, to see the oxygen mask and I was like -- then I look over
8 and [REDACTED] sitting there with his oxygen mask on and I'm like oh
9 my gosh and I put mine on and I just -- it didn't really dawn on
10 me to don my mask, I guess.

11 Q. Do you remember reaching up for the mask --

12 A. Yes.

13 Q. -- or having to stand or did you see that cord?

14 A. Yes. And I tugged it --

15 Q. You tugged it.

16 A. -- and I definitely tugged it. I didn't know what the little
17 metal thing that I think was a poker to open it just in case, I
18 don't know what that little dangling thing was, you know what I'm
19 talking about?

20 Q. Um-hum.

21 A. I don't know what that was, but I did pull it at one point, I
22 think, because I wasn't sure if it was an extra thing, but I did
23 pull my mask and I was like oh, do I have to pull this, too? I
24 don't -- I wasn't sure about that.

25 Q. And then you identified that the passengers had difficulty

1 untangling them, too.

2 A. I only know about that because of [REDACTED]

3 Q. Okay.

4 A. [REDACTED] said that she tried to do what we do in training,
5 which was jumping from jump seat to jump seat to get to wherever
6 we need to go and she said that was impossible.

7 MR. WALLACE: Okay. Good, good to know. Thank you.

8 BY DR. SEVILLIAN:

9 Q. And just a real quick question, this is Dujuan, NTSB. Any
10 training in rapid decompression for flight attendants?

11 A. Yes. And that was definitely talked to afterwards in our
12 debrief about how we're supposed to kind of nose dive, in a sense,
13 to go down to where we can breathe. That did not happen in this
14 case and that was kind of what we were all expecting, but that
15 never happened in this situation. So that was hard, but I don't
16 understand how we could even prepare for something like that,
17 especially if it's at such a lower altitude than what we're
18 preparing for. We were prepared for it probably being at 30,000
19 feet than we were at 16, which is we're all grateful for, I'm
20 sure.

21 DR. SEVILLIAN: I appreciate that.

22 BY MR. VINCENT:

23 Q. Did the pilots mention, because they didn't know about the
24 structural damage, that they may have taken a slower descent or
25 did they address that at all?

1 A. No, I only know that from media, that I think it was slower,
2 I didn't hear about the -- the only thing I asked was about --
3 (Crosstalk)

4 MR. VINCENT: Okay. [REDACTED] Sorry.

5 [REDACTED] I only knew that we didn't go slow because
6 of what -- I heard the radio, the media, so I was just curious on
7 what [REDACTED] went through.

8 BY MR. BEUKER:

9 Q. I apologize, this is Giff. You commented that the cabin was
10 very dusty and it was very hot, like "melt my makeup hot."

11 A. Yeah, my mascara was running down, my mascara was --

12 Q. And was that -- that you remember, was that front to back or
13 was that just in the back half of the cabin that it was very hot?

14 A. Yes. Yes, it was right -- right at Row 11. Maybe a little
15 bit sooner, but I --

16 Q. Row 11 going back?

17 A. Yes, yes. Yes, it might've been a little bit sooner, but I
18 tend to like -- I was wearing three (ph.) pants that day, yes.

19 BY MR. VINCENT:

20 Q. This is Steve, it's one more weird question. I know I said
21 (indiscernible) and usually when we get on the ground, I usually
22 have to use the restroom because that's like the first thing, I'm
23 always scared to look out the window and see drug testing. Do you
24 remember, did anyone walk up to a lavatory or washed hands or
25 anything?

1 A. You couldn't open the lavatory.

2 Q. You couldn't open it?

3 A. No, it was jammed.

4 Q. It was jammed, okay.

5 A. They said that they had to have maintenance come in there and
6 kind of take it apart to get anything out because of how strong
7 the force was and how it bent the flight deck door that you can no
8 longer get into the bathroom.

9 Q. Okay. Before it went?

10 A. Um-hum.

11 MR. VINCENT: Thank you.

12 DR. SEVILLIAN: Any other --

13 MS. JARRETT: Oh, one last --

14 MR. FEDOK: Anything else in the room, then?

15 MS. JARRETT: Yeah.

16 MR. FEDOK: Oh, I'm sorry.

17 BY MS. JARRETT:

18 Q. This is Geri from Alaska. For the door closure procedures,
19 who locks the flight deck door?

20 A. A.

21 Q. Okay.

22 A. [REDACTED] did that.

23 MS. JARRETT: Yeah, good.

24 BY MR. VINCENT:

25 Q. Do you remember when [REDACTED] closed the door, if he did a tug

1 test?

2 A. No, I wasn't -- I wasn't -- I didn't watch that part.

3 MR. VINCENT: Just curious.

4 [REDACTED] Yeah.

5 BY DR. SEVILLIAN:

6 Q. One question, this is Dujuan from the NTSB. Looking at this
7 whole scenario, did you see passengers trying to take all their
8 belongings off the aircraft and just leave the aircraft?

9 A. No.

10 Q. Okay.

11 A. Which is -- just that family, when we landed, exchanging of
12 the parents and cussing and screaming and being mad at us.

13 DR. SEVILLIAN: All right, thank you.

14 Jason, I think that might be it.

15 MR. FEDOK: Okay, thank you. And I honestly just have a
16 couple more and then we're going to let you go, [REDACTED]

17 [REDACTED] Okay.

18 BY MR. FEDOK:

19 Q. I just want to make sure, the boy with the shirt or without
20 the shirt and the mom, do you remember where they were assigned
21 their seatings before the flight, do you know where that was?

22 A. I'm assuming it's 25 Alpha and Bravo. I don't know.

23 Q. Okay.

24 A. And the seat map disappeared before I could look.

25 Q. Okay, that's fine.

1 A. But I did check the seat map to see that those seats were
2 empty in 26 Alpha and Bravo.

3 Q. Okay. Very good. And now that you've been through this
4 event which you just described for us in great detail, and I could
5 not be more appreciative, I'm curious of your thoughts,
6 particularly going back to your training. You've had training at
7 Virgin, you've had training at Alaska and they've included
8 decompression training, how well do you believe your training
9 prepared you for this event?

10 A. I honestly think it did a really good job. The only thing
11 that I would say were the little things that I said, like the
12 oxygen mask. Once again, I don't think this has ever really been
13 done before, so I think it's really hard for any airline to ever
14 really have an exact -- an exact way to prepare for a situation
15 like this.

16 But at the same time, I felt like all of us were pretty,
17 pretty responsive and knew what we had to do, but there's a lot of
18 things in there that can't be explained, like if you are at 16,000
19 feet, if you can walk around without a mask, there's a lot of that
20 up there because I was the one walking around the cabin and that
21 question definitely got asked me and I don't know when the moment
22 was, but I just felt in my heart it was safe to go and help those
23 people.

24 Q. Okay, thank you very much. Do you have any suggestions for
25 us, I understand we've spent a lot of time talking about the

1 portable oxygen bottle mask, obviously that did not work as you
2 would've expected it and hoped it would, are there any other
3 suggestions you have for us where you think others could learn or
4 improve, things could be improved for the future in events like
5 this?

6 A. Pilot communication. If everything fails, chiming of the
7 seatbelts, a light indicator that they're conscious and okay,
8 something that we can see whether it's -- something needs to be
9 done to where we know that they are conscious, especially in a
10 moment where we probably need to be in our seats, and I'm looking
11 and I had no communication, that was really hard for me, too, was
12 that both flight attendants up in the front had no communication
13 and I was in charge of a majority of those passengers because I
14 had Row 1 through 26 to look after and -- or Row 24, I guess.

15 So that's as far as I went and there was no way for me to
16 handle all of that with as much information as I could get from
17 [REDACTED] and going back and forth the two times that I was able to in
18 those 10 minutes. The flight deck communication. And I would
19 also have to say West Linn, she was very confident it was over
20 West Linn.

21 MR. FEDOK: Thank you so very much, [REDACTED] I appreciate
22 your time today. Like I said, we will be using this information
23 in all sorts of different ways to help improve safety, so I know
24 this is hard for you, but truly appreciate your time. Do you have
25 any questions for me about the process or anything from here that

1 I can help you with right now?

2 [REDACTED] No, I don't. I don't.

3 MR. FEDOK: Okay. Very good. Well, thank you so much for
4 your time. Thank you, [REDACTED], for being there for your sister,
5 we're going to let you get on with the rest of your day and again,
6 really appreciate your time.

7 [REDACTED] Okay, thank you.

8 [REDACTED] Thank you.

9 MR. FEDOK: Thank you.

10 (Whereupon, at 2:07 p.m., the interview concluded.)

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

CERTIFICATE

This is to certify that the attached proceeding before the
NATIONAL TRANSPORTATION SAFETY BOARD

IN THE MATTER OF: ALASKA AIRLINES BOEING 737-9 MAX
IN-FLIGHT STRUCTURE FAILURE
NEAR PORTLAND, OREGON
ON JANUARY 5, 2024
Interview of [REDACTED]

ACCIDENT NO.: DCA24MA063

PLACE: Portland, Oregon

DATE: January 7, 2024

was held according to the record, and that this is the original,
complete, true and accurate transcript which has been transcribed
to the best of my skill and ability.

[REDACTED]

Karen D. Martini
Transcriber