

NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

June 12, 2020

Attachment 2 – Flight Attendant and Deadhead Captain Statements

OPERATIONAL FACTORS

DCA20CA058

Statement regarding United Airlines Flight 1754 MSY-EWR, January 10, 2020.

I, Capt. David Claxton was deadheading on flight 1754 from New Orleans to Newark on January 10, 2020. I was given a seat in the cabin and was not in the cockpit initially. In regards to the turbulence I felt about an hour into the flight:

I believe we were near or at cruise level, the ride was relatively smooth, no more than occasional light chop. The aircraft moved nose up slightly, and then rolled to the right, maybe 10-15 degrees. Then it stabilized. The entire encounter was short, but noticeable. At the time, I recall thinking it felt a bit like some wake turbulence I have encountered in the past.

I do not recall any other aspects regarding the turbulence. I later learned of the injured flight attendant. To facilitate care of the injured flight attendant I occupied the cockpit jumpseat for descent and landing into EWR.

Captain [REDACTED]

Flight Attendant NTSB Statements - UA1754 MSY-EWR 10 January 2020

Name: [REDACTED]

Position on UA1754: forward jumpseat (injured)

I was walking through the first-class cabin when unexpected turbulence hit. After hitting the floor. The captain made announcement FAs take your jumpseats. Passengers in first class assured me to my jumpseat. When I notified the captain, I had hit the floor and was injured.

Name: [REDACTED]

Position on UA1754: aft jumpseat

[REDACTED] (purser) came to the back to grab a snack for passengers in first class and left back up to the first-class cabin. As we ([REDACTED] and I) were setting up the bar cart, an unexpected severe turbulence hit, we started swaying back and forth along with the beverage cart. We then scattered to secure ourselves onto the jumpseat and then we heard the PA "Flight attendants take your jump seats." We then tried to

secure the cart, lock in place. Few minutes later, I get a call from [REDACTED] and I heard a shaky, sobbing voice that she got injured badly. She wanted to let us know what happened and she was going to have a conversation with the captain to discuss next steps. Waited a few moments, she calls to let me know to come up front to help her and sort out responsibilities etc. I walk up to first class, [REDACTED] is sitting in her jumpseat with her leg elevated with tears in her eyes. She showed me where it was hurting, asked if I can work up front. I first and foremost suggested we ask for a onboard medical professional just to be sure if it's not anything serious. She rejected the idea, I called [REDACTED] in the back to come up front for her opinion as well. She then calls for a medical professional, I walk all the way back, a physician's assistant was onboard to help. She comes up, examines [REDACTED] ankle, asks for a specific bandage and magazines to make an improvised splint. I pulled out the first aid kit in first class and the Flight Attendant Customer Kit for aspirin, but she was asked for ibuprofen. I had my personal Advil on me, we collectively asked [REDACTED] if she was okay with taking my Advil, she

said yes and [REDACTED] 35E (physician's asst) asked for 3 Advil's (200mg each) to calm the swelling on her ankle. Moments later a gentleman comes up, asks if we needed help and that he was a firefighter EMT, [REDACTED] at 27B. In the midst of it all, I was attempting to perform regular service duties, taking snack and beverage orders in first class. Everyone was very understanding and cooperative. In the middle of everything I get a call from [REDACTED] that a deadheader, [REDACTED] was going to help on the beverage cart. All of course, updating the captain on status of [REDACTED] and everything else. Before the seatbelt sign was going to turn on, Captain wanted a lav break while I was barely finishing up row 1 for trays and drinks. I call for [REDACTED] to block. After blocking for the captain, turns out the drinks and snack trays for first class were all delivered and served by not only [REDACTED] but another deadheader came up to help. Captain then informs me that we then will need to occupy a jumpseat with a deadheader. Position sitting was not arranged by the time initial descent was upon us. I requested from 1A and 1B if someone can volunteer to sit at the exit row (where the deadheading Captain was sitting at) at our final approach to EWR, so we can seat [REDACTED] for EMT to help her off the flight. [REDACTED] - GS member, graciously offered to move seats. I made sure all 3 customers that helped on our flight were compensated. Upon arrival, [REDACTED] was assisted onto a wheelchair, I grabbed all her belongings, also asked Mr. [REDACTED] to follow me up front so he is able to deplane with everyone else in the front. Everyone cooperated nicely and if it wasn't for the deadheading crew, it could've been a lot worse!