

Envoy Flight 4265 MIA to RDU
October 23, 2021
Flight Attendant Injury During Pushback
NTSB Event DCA22LA015
Flight Crew Statements

Omar B. Colon – Captain

On October 23, I operated flight 4265 MIA-RDU. After the First Officer and I received the final passenger count and the closeout from the Flight Attendant, we prepared the aircraft for pushback. Immediately after the “Before Start Checklist” was completed, I connected with the Ground Crew via interphone. The Ground Crew advised me that they were ready for parking brake release. I released the parking brake, and the Ground Crew commenced the push. During the final push (transition from reverse to forward) to straighten the aircraft on the center taxi line, the connection with the Ground Crew deteriorated, and I believe I heard the Push-Tug Driver say over the interphone to “set parking brake.” It is also important to note that the Push-Tug Driver had a strong accent. Because of his instruction, I applied the parking brake. I learned later that the brake was applied while the Push-Tug Driver pushed the aircraft forward. This caused a sudden jerk of the aircraft causing Flight Attendant 2 to fall and injure herself. I immediately asked the Push-Tug Driver to stop the push. Between the static-impaired interphone connection and the Push-Tug Driver’s communication, I heard “set parking brake.”

The entire incident happened in a matter of seconds, apparently when the Push-Tug transitioned from reverse to forward, I perceived that the aircraft was stopped and not moving. I believe the non-moving aircraft, along with the mutual miscommunication with the Ground Crew, led me to believe that the pushback was complete, and I set the parking brake.

Upon realizing what occurred, and after being informed that Flight Attendant 2 was possibly injured, I instructed the push-tug driver to push the aircraft back to the gate and immediately notified Operations. I also promptly requested that Emergency Medical be dispatched to attend to the injured crew member.

Charles P. Gillespie Jr. – First Officer

Pushed out from MIA D60Q normal pace and on time. Before start checklist had been complete prior; therefore, there were no distractions. There was noticeable static from the inter phone with the push crew, so I had a difficult time understanding the push crew’s transmission. Then there was a jolt. The Captain had set the parking brake. It looked like we were stopped and exactly where we needed to be at spot 11, so with the exception of the jolt, everything seemed normal. There was discussion between ground personnel and the Captain if they wanted the brake set. About 10 seconds later, the FA1 called us that we had to return to the gate and FA2 was injured. We coordinated with ramp to return and called operations to send a medical crew. After return to the gate, I checked in on FA2 to collect needed information for medical personnel.

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Andre P. Pereira Alves – Flight Attendant #1

We were taxi out, performance safety demo, on seat belt part when the AC stopped abruptly. I was in aisle on 8 seats row and FA n2 on aisle row 16. I hit my back on seat 4D, my arms and my leg and knee and hand on 8D/C seat arm. FA n2 fell on ground completely, hit her head, back and wrist. She couldn't stand up. I called the CA and told him we need to go back to the gate because FA n2 fell on ground and she's injury. I gave a bag of ice and opened the crab and go kit (didn't use any items) and opened the AID kit to use the sterile triangular bandage. CA called me to ask about her and I said she still on a ground and cannot stand up, we need medical assistance, and he said we are going back to the gate. She stays on a ground till medical assistance come on board. All crew was removed from the flight. Inflight managers on duty came and gave assistance. No passengers injured.

Michelle M. Brinkley – Flight Attendant #2

While I was performing the Safety Demonstration mid-cabin, row 16, the aircraft came to an abrupt and violent stop. I was thrown backwards, off my feet into the aisle. I landed on my back, hit my head on the floor, and crushed my left wrist.

Nothing follows.....