

Flight Attendant Interview Areas of Interest – SkyWest Flight 3145-13 November 2020:

No particular order – throughout conversation

Interview conducted on November 23, 2020 with FWD FA.

Interview questions:

- Are you getting the support you need from SkyWest? *The FWD FA spoke to the HR department on Friday and her questions were answered. No needs at the moment.*
- Tell us about what you remember about the day / departure in ABQ. *FWD FA stated the crew had a really good day and a later show time, and were able to sleep in and have breakfast. I reported down to the lobby to meet the crew and set intentions to have a really good day and knew we had a 2 hour sit in PHX. We did our ICE briefing in the van to the airport, went through security and went straight to the gate, I started my preflight inspections and then we the all flights briefing and started boarding, while boarding there were a few passengers who weren't listening to the AFT FA and so we did reminders to passengers on luggage and phones. I did my pre-taxi announcement and received the notification from the AFT FA to close the MCD. The customer service agent had given the FWD FA the final count and the flight crew said they were ready to close the MCD. The jet bridge was being pulled away and the hand railings were beginning to being put up and one ramper was confirming we were ready to close the MCD. At that same time, the PIC called her and said he was ready to close the MCD, the ramper had walked away and the jet bridge was moved away. Upon closing the MCD the FWD FA checked the MCD for the green alignment. There were a few passengers in first class who were requesting beverages. The aircraft was second in line for takeoff and a passenger was on their cell phone and the FWD FA made an announcement regarding cell phones being in non-transmitting mode. The FWD FA reported the flight was easy and there was nothing notable. During initial descent the FWD FA walked through with trash and secured cabin for landing. Upon arrival the AFT FA made the announcement and the a/c taxied to gate. Once the seat belt sign was off, the FWD FA turned on the cabin lights. A first class passenger walked in to galley area and the FWD FA asked him to step back, and he stood next the closet. The FWD FA returned to the MCD, and then opened the MCD and started to lower the MCD and guiding the door down with the railings. The FWD FA stated she was looking at the ramper on standing next to the MCD on the ground and once the door touched the ground it made a loud sound, and the MCD was pulling her forward, she tried to stand up and it was so forceful it pulled the FWD FA out and she fell to the ground and the ramper came towards me.*

Can you describe how you opened the MCD when arriving in PHX?

The FWD FA stated she grabbed the MCD assist handle in the stairs and then grabbed the lever and pushed the MCD down. The FWD FA then grabbed both hand railings to guide the MCD down. Once the MCD started down, the FWD FA stated there wasn't anything abnormal until the MCD got all the way down and once it got close to the ground, the handrails made a noise and went straight down at the same time. It was at that point the FWD FA tried to stand up and the force started pulling the FWD FA forward. The FWD FA stated when closing the MCD she didn't notice anything different with the handrails. The FWD FA stated she did guide the handrails down. She is aware of the difference in the procedure and she stated she was distracted by a passenger, and doesn't know if that is why she guided the MCD down.

Do you have any recommendations or feedback on how this could be prevented in the future?

The FWD FA attended initial new training in 08/2019 and attended CQ in October 17, 2020. She did complete her MCD drill and passed her training.

The FWD FA stated during training the instructors put a sticker on the MCD to make it a phase IV and then would remove it to reveal the plunger to complete the steps on the phase III MCD. During the training when operating the MCD phase IV, the FWD FA stated the MCD trainer is not realistic in going down fast and forcefully and is not realistic when guiding the MCD down.

She doesn't know why she guided the MCD down as she was not doing that previously on the CRJ 700.

The FWD FA stated she called Valerie in SIA when the InFlight Online update went out as she felt there was missing information regarding the danger of the handrails and the MCD. It was explained that InFlight leadership wanted to distribute preliminary information to remind FAs to follow the correct procedures on the CRJ MCD and plans to communicate more detailed information once the investigation is completed as the FWD FA had not provided a statement on what occurred.

The FWD FA stated it would be extremely helpful to have diagrams or pictures of the MCD with the handrails in place and not in place and also familiarize the FAs with the pins, so FAs are aware if ground personnel is not completing the correct procedure when putting the pins in the handrails prior to the MCD being closed.

It was stated that videos were taken on the CRJ with the handrails pinned in place and not pinned in place to show how the hand railings would react when the MCD was opened and closed. The videos were provided to the Safety department investigator.

The FWD FA stated she felt there was a liability on her and didn't know if the pins were locked in place during her interaction with the ground crew. The FWD FA stated that maybe a implementing a dual confirmation for the handrails being pinned with ground personnel and FA in writing to ensure the handrails are put in to place properly prior to closure of the MCD.

The FWD FA just started feeling better in the last two days and has not filled out her OJI paperwork. Kathy stated she completed her OJI report for her and the notification the FWD FA received may be a request to review it to ensure it was captured correctly. The FA's manager shared that the claim will not be investigated for the FWD FA's liability and that she was covered.

The FWD FA asked if there was a video of the a/c arrival at the gate in PHX. The FA's manager shared there was a video of the a/c at the gate in PHX and it was not a good angle and didn't capture Nichole's fall.