

American Airlines  
Chicago, IL  
October 28, 2016  
DCA17FA021

**NATIONAL TRANSPORTATION SAFETY BOARD  
WASHINGTON, D.C**

ATTACHMENT 1

FLIGHT ATTENDANT INTERVIEWS

26 Pages

**NTSB Accident:** DCA17FA021  
**Interview:** Shawn Ortiz  
**Position:** Flight Attendant, position #1  
**Jumpseat:** 1L forward  
**Date:** 2 Nov 2016 8:16am – 9:04am  
**Location:** American Airlines Flight Services Ops, Chicago O'Hare  
**Representative:** Gary L. Halbert, Holland & Knight LLP  
**Present:** Peter Wentz (NTSB), Jennifer Curry (FAA), Steven Berezna (American Airlines), Noelle Weiler (APFA)

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Introductions were made by NTSB Investigator Peter Wentz.

Mr. Ortiz stated he completed initial new hire training for American Airlines on April 18, 1988. He attends annual recurrent training in the month of April. Completed Lead Flight Attendant training in 1996.

Mr. Ortiz stated that halfway into the takeoff roll, he heard a loud boom or bang and the aircraft began to shudder and shake. "Initially my thought was that we blew a tire". He stated the FA #5, who was sitting across from him was telling passengers to remain seated until the aircraft comes to a complete stop. "The pilot did a great job stopping the aircraft". Mr. Ortiz stated because he thought it was a blown tire he stood up out of his jumpseat waiting for a call from the cockpit, and assessing the condition of the forward cabin. Passengers started rushing forward to the 1L door screaming fire. "We need to get out, please open the door". Mr. Ortiz stated he picked up my interphone, "I can't remember if I tried to call the cockpit but then I hung up the handset, it seems like forever". He stated observing a haze of smoke behind the first class cabin. Mr. Ortiz stated he then initiated an evacuation at the 1L door, opening the door, the slide inflated and he got into his protected position. He commanded passengers to jump and slide, jump and slide. Mr. Ortiz stated elderly passengers approached the door and slowed down the evacuation, he assisted them down. He continued to have a steady flow of passengers thru the 1L door throughout the evacuation. Mr. Ortiz stated that after the last passenger exited the 1L door the cockpit door opened and both pilots exited the cockpit. He told the pilots that all passengers had evacuated, there was a fire and they needed to exit the airplane. He took one last look into the cabin but could not see past the bulkhead wall due to the black thick smoke. He exited the airplane through the 1L door. Once on the ground Mr. Ortiz stated run across the runway into the grass and started looking for the cabin crew. Mr. Ortiz stated the he could hear the firefighter coming, as he was crossing the runway they passed very close, he stated "they almost hit me" The crew helped the firefighter to gather passengers and move them away from the airplane off the grass and onto the pavement.

Follow up questions:

Q: Do you know how many passengers had injuries?

A: "Not sure how many injuries, but most were minor".

Q: Did you observe passengers attempting to bring bags off the aircraft?

A: "Passengers had bags, mostly smaller brief cases as they exited the aircraft".

Q: Did your American Airlines training prepare you for is type of event?

A: "My training did prepare me for this event, I felt empowered, I was more than equipped to operate the door, no second guessing".

Q: How did American Airlines train you to open the door?

A: "I was trained to assess the door, have a good slide, and to initiate the signaling system".

Q: Did you initiate the signaling system?

A: "No, I did not".

Q: How did American Airlines trained you to prepare passengers to evacuate?

A: "Have them stay in their seats, but they were coming at the door before the airplane stopped".

Q: What did you have to do to keep them away from the door?

A: "I told to remain calm, I had my hand up, they were on top of me, but I could see they were not going to come close to the door".

Q: Did you hear an evacuation call?

A: "No, I did not hear an evacuation call".

Q: How did American Airlines train pilot to initiate an evacuation?

A: "They are trained to say EASY VICTOR.

Q: Does American Airlines have its pilots use any other ways to initiate an evacuation?

A: "No".

Q: How long did you wait before you started the evacuation?

A: "I don't know long I waited".

Q: What does American Airlines train you on once you're on the ground for "crowd control"?

A: To get them out or the airplane and then away from the airplane in a group to a safe spot".

Q: Does American Airlines train you to count the number of passengers you had onboard?

A: "No".

Q: Was there an emotional support animal onboard the airplane?

A: "Yes, the passenger in 5G".

Q: Did you see the emotional support animal evacuate the 1L exit?

A: "No".

Q: Does American Airlines train you on evacuating emotional support animals?

A: "No".

Q: You initiated the evacuation at 1L, did you signal other flight attendants to evacuate?

A: "No".

Q: Can you estimate how many passengers exited thru 1L?

A: "It seems like a lot of passengers exited my door, a very steady stream of passengers".

Q: Did the Captain conduct a departure briefing?

A: "Yes, a short briefing took place prior to departure".

Q: Do flight attendants at American Airlines have the authority to initiate an evacuation?

A: "Yes we do".

Q: What is the criteria to initiate an evacuation?

A: "They teach us bumping, scrapping, grinding, smoke and fire".

Q: How can you tell if another flight attendant has initiated an evacuation?

A: "You may hear the signaling system or commands from another flight attendant".

Q: Did you hear the signal system at all in the airplane?

A: "No, I did not".

Q: Does each jumpseat have a signaling system?

A: "3 of them do, at each area, front middle and aft with the corresponding door".

Q: Does American Airlines train you to take any emergency equipment with you in an evacuation?

A: "Yes, a flashlight".

Q: Did you take a flashlight with you?

A: "No I did not".

**NTSB Accident:** DCA17FA021  
**Interview:** Beth Wheeler  
**Position:** Flight Attendant, position #2  
**Jumpseat:** 4L forward  
**Date:** 2 Nov 2016 2:10pm - 2:45pm  
**Location:** American Airlines Flight Services Ops, Chicago O'Hare  
**Representative:** Gary L. Halbert, Holland & Knight LLP  
**Present:** Peter Wentz (NTSB), Jennifer Curry (FAA), Steven Berezna (American Airlines), Noelle Weiler (APFA)

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Introductions were made by NTSB Investigator Peter Wentz.

Ms. Wheeler stated she completed initial new hire training for American Airlines on November 13, 1998. She attends annual recurrent training during the month of November.

Ms. Wheeler stated the airplane was barreling down the runway when she heard a bang on the right side of the airplane and it jarred in a fishtail motion. She saw flames and fire from about rows 28-32 over the right wing trailing aft to the 4R door. Passengers began screaming and jumping out of their seats while the airplane was still moving down the runway. Ms. Wheeler stated the airplane came to a gradual stop. She picked up the interphone to make a PA to instruct everyone to remain calm. Immediately passengers were at her door pleading to get off the airplane. Ms. Wheeler stated she attempted to contact the cockpit to have them shut down the engines but was unsuccessful because she hit the wrong button on the interphone. Ms. Wheeler stated that FA #3 came over to the 4L door to assist. Passengers were continuing to plea with them to let them off the airplane. One passenger tried to reach around both flight attendants and open the 4L door. Ms. Wheeler and FA #3 continued to hold back passengers to allow more time for the cockpit shut down the engines before evacuating. Ms. Wheeler stated the cabin began filling with smoke and she was concerned the airplane was heavy with fuel and could possibly become engulfed in flames. She and FA #3 decided to evacuate. Ms. Wheeler stated she lifted the handle to open the door when FA #3 stopped her. He informed her that she had just disarmed the door. She then re-armed the door and opened it. The slide deployed but was blowing towards the back of the airplane. She and FA #3 held passengers back until the slide stabilized. They began the evacuation by shouting commands to go down the slide. Once her area was clear, she and FA #3 exited the airplane from the 4L door. Initially, she began running away from the airplane but returned to assist passengers at 2L over wing exit as they came down the slide. She then assisted FA #1 with moving passengers away from the airplane and accounting for all crewmembers. She stated the crew and passengers were lined up for a headcount by police. Ms. Wheeler stated the crew was escorted to American Airlines operations.

Follow up questions:

Q: You stated you tried to use the PA?

A: "I hit the call button for B-737, but we were on a B-767, I was trying to call the cockpit but it didn't work so I hung up".

Q: Did the phone have a directory on it?

A: "No".

Q: Did American Airlines trained you to use PA in this situation to command passengers?

A: "No. You should just shout your commands".

Q: What was your thinking behind that?

A: "I am one of those people who tell people not to freak out. It wasn't effective and I want people to remain calm".

Q: How long after the airplane stopped did it take you to open the door?

A: "30 to 45 seconds".

Q: Once the door opened, how did the slide operate?

A: "I saw the slide deploying and blow aft of the airplane and some passengers were rolling on the ground".

Q: Why do you think the passengers were rolling on the ground?

A: "I believe it was because the engines were still on".

Q: How did the slide become useable?

A: "After looking at video's on-line, I saw a man come up and he pulled the slide down".

Q: Did the door operate like the door in training?

A: "Yes".

Q: What procedures were you trained on at that door?

A: "You pull up the handle and expect a good slide. Tell passengers to come this way, leave everything, appoint 2 passengers to help at the bottom".

Q: Did you have two passengers?

A: "No, I tried to appoint two but they were too terrified, fearful and yelling at me so I start commanding jump slide and leave everything, it was going slow so I gave an alternate command, jump two at a time".

Q: Does American Airlines train you take any emergency equipment in an evacuation?

A: "Yes, a flashlight".

Q: Did you take a flashlight?

A: "No, it was daylight".

Q: Did you see any children on the airplane?

A: "Yes, a grandmother and a child. She placed the child on her lap and sat down, then slid down the slide and evacuated.

Q: Did you see any passengers with electronic devices?

A: "I didn't see any".

Q: Does American Airlines train you on cockpit resource management(CRM)?

A: They train flight attendants to initiate an evacuation, it would be beneficial to contact cockpit so they can shut down the engines if needed".

Q: Prior to the flight did you have a briefing with the flight deck?

A: "No. I did have a briefing with the purser".

Q: Did you find any malfunctions with equipment?

A: "No".

Q: You stated earlier the police counted the passengers twice, do you know why?

A: No, I don't know".

Q: Are you qualified on all American Airlines airplanes?

A: "No. not 787. I just got trained on the Airbus".

Q: Are the interphone systems different across the fleet?

A: "Yes".

Q: Do they train you on the different interphone systems?

A: "They do".

Q: How far did you sweep the cabin?

A: "I don't know exactly. I would say up to meeting FA #7".

Q: Did you see emergency lights on?

A: "No".

Q: Did you hear a signaling system?

A: "No".

Q: Do you have a signaling system at your jumpseat?

A: "Yes".

Q: Did you use it?

A: "No. I did not think of it".

Q: Did you see passengers with bags?

A: "I only saw women with purses come out of my exit".

Q: How long did it take before slide stabilized?

A: "Maybe a total of 12 seconds".

Q: When you exited the slide, did it feel like it was fully inflated?

A: "Yes".

Q: Did you hear anything announcement from the cockpit to evacuate?

A: "No".

Q: What is the command that American Airlines train you on from the cockpit to evacuate?

A: "They changed it. Now it is evacuate, evacuate. They tell you to not use certain exits".

Q: Is there any other signaling systems from the cockpit?

A: "No".

Q: Did FBI show you any credentials?

A: "No. I saw that he had a jacket".

Q: Did you have a clear view of the aft side of the airplane from your jumpseat?

A: "I do".

Q: Did you have a sense of someone taking control on the ground?

A: "FA#1, Crew upon instruction of the firefighter began moving people away from airplane and separating the injured".

Q: Did you have people that needed medical attention?

A: "Grandmother complained of back pain".



**NTSB Accident:** DCA17FA021  
**Interview:** Adrian Acevedo-Fernandez  
**Position:** Flight Attendant, position #3  
**Jumpseat:** 4R Forward  
**Date:** 2 Nov 2016  
**Location:** American Airlines Flight Services Ops, Chicago O'Hare  
**Representative:** Gary L. Halbert, Holland & Knight LLP  
**Present:** Peter Wentz (NTSB), Jennifer Curry (FAA) Steven Berezna (American Airlines), Noelle Weiler (APFA)

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Introductions were made by NTSB Investigator Peter Wentz.

Mr. Fernandez stated he completed initial new hire training for American Airlines in November 6, 2014. He attends annual recurrent training in the month of November.

Mr. Fernandez stated the airplane was rolling out for take-off when he heard a loud noise sounding like an explosion from the right side of the airplane. There was a grinding sound. Almost immediately he felt the airplane fishtail. The cabin was lit up on the right side of the airplane back to his door at 4R. Before they came to a stop people were screaming, getting out of the H/J seats, climbing over middle seats and moving over to the left side. He looked out his window and saw that the glass was melting and there was fire outside. His area was clear because passengers had moved to the right side. FA #3 attempted to use the interphone to call the captain but she could not remember how to use it. He stated it was not a priority to be on the phone when there was a fire. He decided not to use the interphone and moved to the 4L side to assist FA #3. Passengers continued to ask them to open the door and let them out. He and FA #2 were waiting to hear from the captain and for engines to shut down before they began evacuating. As they were waiting the cabin began to fill with smoke, so they decided to open the door and evacuate. He stated the FA #2 was opening the door when he noticed she had disarmed the door and he quickly told her to stop and arm the door. Mr. Fernandez stated once the door was open they could see passengers rolling on the ground and the slide blowing, possibly because the engine had not fully shut down. He and FA #2 started to evacuate passengers until their area was clear. He then grabbed his flashlight and used it as an opportunity to make sure everything was clear including shining it down the left side of the airplane. He and FA #2 evacuated out 4L. Once outside the airplane he assisted passengers off the airplane at 2L slide. He then moved away from the airplane to the grassy area where he was instructed by fire personnel to keep passengers away from the airplane.

Follow up question:

Q: How much time passed before the time airplane stopped until you and #2 opened door?

A: "10 seconds".

Q: Did you hear the pilot make any announcement on the PA calling for an evacuation?

A: "No, I didn't because people were screaming".

Q: What did American Airlines train you in for evacuation signals from the pilots?  
A: "Captains will come over the PA and say "This is the Captain, evacuate, evacuate".

Q: Did you hear pilot announce an evacuation?  
A: "No, because we know they have a checklist go through and they have to shut down the engines".

Q: Did the pilot use any signaling system for an evacuation?  
A: "I can't recall".

Q: From your training at American Airlines you've opened doors and exits. Was it what you expected?  
A: "Yes. Once you open the door the slide will deploy immediately, just had to wait for the slide to inflate".

Q: Where were you standing?  
A: "Aft and FA #2 was holding on forward of the door".

Q: How long did you to hold them back until you had a good slide?  
A: "3-4 seconds maybe less".

Q: Does American Airlines train you to use a signaling system during an evacuation?  
A: "At your jumpseat, if you have a signaling system you are trained to us it".

Q: Did you have a signaling system at your Jumpseat?  
A: "I don't recall".

Q: Did you hear any signaling systems going off in the aircraft?  
A: "Yes, I heard a beep".

Q: Does American Airlines train you to take any emergency equipment with you when exiting the airplane?  
A: "Yes, a flashlight".

Q: Did you take a flashlight with you?  
A: "Yes I did".

Q: Did you recall seeing any children in the cabin before take-off?  
A: "No, I was setting up the galley".

Q: Did you receive a briefing from the pilots prior to pushback?  
A: "I meet them, but did not receive a formal briefing".

Q: Does American Airlines train you in CRM?  
A: "What does that mean"? crew coordination.  
A: "Yes, like team work and relying on other people".

Q: Do pilots attend these training classes with you?  
A: "No. we train with flight attendants".

Q: Does American Airlines have pilots come into training to talk about what flight attendants and the pilots do during in an evacuation?

A: "No".

Q: Were the emergency light on?

A: "They were not".

Q: Did you feel your training prepared for the evacuation?

A: "Yes".

Q: While standing at the 4L door holding on did you have the opportunity to tell passengers to leave their bags?

A: "Yes".

Q: How often have you flown on the B-767?

A: "I've done my share".

Q: Are the PA systems similar across the different fleets at American Airlines?

A: The system is similar with narrow body airplanes and then similar with wide body airplanes".

Q: Were passengers coming down aircraft left or right when you were at 4L?

A: "They were all coming from aircraft left. Everyone moved over at that point".

Q: Were any passengers on the right side of the airplanes?

A: "They all saw the fire, no one was on my side they were all coming from the left side".

Q: You stated earlier when you opened the door you saw people rolling around on their hands and knees. How many do you think you saw?

A: "Probably 2 or 3".

Q: When you got out of the aircraft did you feel that anyone took command?

A: "Yes, a policeman, but we took it upon ourselves to assist and move people away".

Q: Who conducted the headcount?

A: The police, they had to do it a few times, because there were passengers in the ambulances. They had us lined up in three rows and counted down the line".

Q: Once outside the airplane, how many passengers had bags with them?

A: "I saw about 2 passengers with bags, but I didn't see any bags exit our door".

Q: Did you have any malfunctioning equipment, jumpseat or seatbelt?

A: "Everything worked fine".

Q: When you exited your jumpseat can you describe what you saw?

A: "Dark, smoke, the glass was melting.

Q: When you retrieved your flashlight did you go all the way back in the cabin?  
A: "I did not. I stayed by the bathroom on that side and then walked to 4L".

Q: What was the cabin like at the point?  
A: "It was dark and completely filled with smoke".

**NTSB Accident:** DCA17FA021  
**Interview:** Sandra A. Carrillo  
**Position:** Flight Attendant, position #4  
**Jumpseat:** 2R aft  
**Date:** 2 Nov 2016  
**Location:** American Airlines Flight Services Ops, Chicago O'Hare  
**Representative:** Gary L. Halbert, Holland & Knight LLP  
**Present:** Peter Wentz (NTSB), Jennifer Curry (FAA), Steven Berezna (American Airlines), Noelle Weiler (APFA)

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Introductions were made by NTSB Investigator Peter Wentz.

Ms. Carrillo stated she completed initial new hire training for American Airlines on July 4, 1991. She attends annual recurrent training in the month of March.

Ms. Carrillo stated that she was strapped in to her aft facing jump seat and as the airplane was rolling, she heard loud boom which she assumed was a blown tire. About a half second later she heard a loud explosion and saw fire. Upon looking out the windows, she saw black and noted that the windows looked shattered. She reported seeing an orange fire ball in main cabin on airplanes right side. Passengers in the H/J seats jumped up out of their seats even though the airplane was still moving. Ms. Carrillo shouted "remain seated, remain seated, heads down, heads down". Some passengers complied but most were rushing her at the jump seat.

The airplane came to a complete stop, she stood up and the passengers began pushing her and asking "where do we go?" She instructed them to "Get out, get out". Ms. Carrillo stated she knew her exits were unusable so she ran to the aft of first class and saw the doors were open. At that time Ms. Carrillo states that she redirected passengers to the front of the airplane. Passengers were trying to get bags out of the overhead bins so she told them repeatedly "don't take anything with you". She went around to the 2L exit and saw FA #7 elevated in the smoke evacuating passengers out the over wing exits so she directed passengers to those exits. A male passenger came with a bag and she had verbal altercation regarding him dropping the bag. He refused to drop and proceeded forward with the bag over his head. The cabin area was getting very smoky and she was fearful the airplane would explode, so after checking about 10 rows on right, she evacuated at the 2L overwing exit. Once on the wing she encountered a passenger who had remained on wing to ensure all crew off. Ms. Carrillo stated she jumped into the slide and encountered a female passenger at bottom of slide with her bag. She told her "you've got to get out of here!" but the passenger said she couldn't move so she got help to move her. Once off the airplane she met up with her exit row passengers who thanked her for the thorough exit row briefing prior to take off.

Follow up questions:

Q: Did you hear the pilot make any announcement on the PA calling for an evacuation?

A: "I did not hear any announcement".

Q: Did the pilot use any signaling system for an evacuation?

A: "No".

Q: Does American Airlines train you to use a signaling system during an evacuation?

A: "At your jumpseat, if you have a signaling system you are trained to use it."

Q: Did you have a signaling system at your Jumpseat?

A: "Yes".

Q: Does American Airlines train you to take any emergency equipment with you when exiting the airplane?

A: "Yes, a flashlight".

Q: Did you take a flashlight with you?

A: "No, I did not".

Q: Where were most the passengers coming from?

A: "Aft, the left hand aisle".

Q: Was anyone in the right hand aisle?

A: "Yes, they were going forward".

Q: Did you recall seeing any children in the cabin?

A: "I saw children, 1 child on the ground; I don't think they were in my area".

Q: Did you ever have an airplane tire blow or any other emergency?

A: "No"

Q: Did you receive a briefing from the pilots prior to pushback?

A: "No, I meet them when we got bussed after the incident to the terminal".

Q: How long from when the airplane stopped do you think the other side started their evacuation?

A: "Had to be seconds".

Q: Were the emergency lights on?

A: "I'm not sure about emergency lights, it was too smoky".

Q: What does American Airlines train that you will hear from the pilots when it's time to evacuate?

A: "Evacuate, evacuate, evacuate".

Q: You didn't operate an exit, but you evacuated out of one, how was it compared to training? I think the training is amazing

Were people at the bottom helping?

A: "No. they all ran off".

Q: Was someone in charge on the ground?

A: "Paramedics, firefighters and mainly I saw flight attendants".

Q: Did you have contact with your pilots on the ground?

A: "No".

Q: When you elevated in the twilight zone, was it already smoky?

A: "Yes, I couldn't see or breathe".

Q: You gave an exit row briefing, do you think it positively affected the outcome?

A: "Yes, for sure, once on the ground I talked to some of the passengers in the exit row, we remembered each other".

Q: Do you think the flow to your exits was quick?

A: "It was quick on my side because the fire and smoke. There was a jam up in first class, maybe due to elderly people".

**NTSB Accident:** DCA17FA021  
**Interview:** Christina Katz  
**Position:** Flight Attendant, position #5  
**Jumpseat:** 1R Fwd  
**Date:** 2 Nov 2016  
**Location:** American Airlines Flight Services Ops, Chicago O'Hare  
**Representative:** Gary L. Halbert, Holland & Knight LLP  
**Present:** Peter Wentz (NTSB), Jennifer Curry (FAA), Steven Berezna (American Airlines), Noelle Weiler (APFA)

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Introductions were made by NTSB Investigator Peter Wentz.

Ms. Katz stated she completed initial new hire training for American Airlines in October 1989. She attends annual recurrent training in the month of July.

Ms. Katz stated that on take-off roll she heard a bang and could tell that the captain was trying to slow down the airplane. The airplane was shaking and FA #1 said I think we blew a tire. She stated that with any aborted take-off she usually waited for the pilots to tell the flight attendants what happened, but they never got that opportunity because the passengers started rushing them. Ms. Katz got up and the passengers were up against them shouting "fire, open the door, open the door". She did not see fire, but FA #1 turned around and saw smoke. FA #1 opened his door while she assessed out her door window, she saw no fire, and opened the door. Ms. Katz stated that after opening her door, she saw fire so she blocked exit and held up her hands to stop passengers from using that exit. She shouted at passengers to use the 1L door on the left. Ms. Katz felt she was unable to follow procedures of leaving a guard at the door as the passengers were pushing up against her so she blocked the door herself. When all passengers were evacuated, the smoke wall was close to them so FA #1 told her to get out. She jumped out 1L exit and once out, the firefighters were there asking them to gather passengers away from airplane, she then helped passengers move back from the airplane. FA #1 took a head count of crew while the police lined up the passengers to get a total count.

Follow up questions:

Q: Have you ever experienced a blown tire on an airplane?

A: "No".

Q: Have you ever had an emergency onboard?

A: "Yes, but never involving an evacuation".

Q: What type of training have you received from American Airlines to operate a door in an emergency?

A: "You assess the door first, then make sure there is no fire, then you open it by lifting the handle".



Q: What type of training have you received from American Airlines to prepare passengers to go out that door?

A: "You tell them to jump".

Q: Did your training prepare you for opening a door in an emergency?

A: "Yes, I felt very confident".

Q: How soon did you realize your exit would need to be blocked?

A: "Immediately".

Q: Who initiated the evacuation?

A: "the #1".

Q: How long did it take passengers to get to your door?

A: "They were there before I got out of my jumpseat".

Q: Did they try to go between you and your door?

A: "Yes, I held them back".

Q: Does American Airlines train you to take any emergency equipment with you when exiting the airplane?

A: "Yes, a flashlight".

Q: Did you take a flashlight with you?

A: "No, I didn't".

Q: Does American Airlines provide training for passengers on the ground after an evacuation?

A: "Yes, they train you to get the passengers away from the airplane".

Q: Did you see passengers with bags?

A: "Yes, we had to forcefully try to take bags away from passengers".

Q: Did the passengers give them up?

A: "No".

Q: How many bags do you think went out the door?

A: "Maybe 10".

Q: Did you see any children evacuate the airplanes?

A: "No, but I did see a service dog".

Q: Did you see how they evacuated the airplane?

A: "No, I'm not sure how they got out".

Q: You stated the police did a headcount?

A: "Yes".

Q: Do you know where they got the number of passengers onboard?

A: "No, I do not".

Q: Do you know how many passengers were onboard?

A: "Yes, 161+9 crew".

Q: Do you do a manual safety briefing on the 767?

A: "No, we have a video".

Q: Do you feel passengers watch the video and pay attention?

A: "No, I do not".

Q: Did anyone go down the 1R door slide?

A: "No".

Q: What redirection commands do you use?

A: "I say stop, then tell them where to go and use my hands to point".

Q: Did you hear the pilot make any announcement on the PA calling for an evacuation?

A: "No, people were shouting too much".

Q: Does American Airlines train you to use a signaling system during an evacuation?

A: "At your jumpseat, if you have a signaling system you are trained to use it, it's a button on some jumpseats".

Q: Did you have a signaling system at your Jumpseat?

A: "I don't know".

Q: What does American Airlines train you on that a pilot will say over the PA?

A: "They will say evacuate, evacuate".

Q: Do the pilots use any other signaling systems?

A: "The emergency lights".

Q: Did the emergency lights come on?

A: "No".

Q: What was the first thing you noticed when you operated the 1R door?

A: "I was watching the slide, but noticed the fire, that's when I knew I couldn't send anyone out that door, it was over the wing and very large".

Q: How did the passengers respond to your commands?

A: "Very calm, but pushy".

Q: Did you have any malfunctions?

A: "No".

Q: Who was in control on the ground?

A: "Firefighters".

Q: Did you see the pilots on the ground?

A: "No, they must have been on the other side".

Q: Did you see any injuries?

A: "One older man and the #6 with a sprained ankle".

Q: Was there anything else that stood out to you?

A: "Yes, two passengers smoking. They were sitting on the ground. The crew and then a firefighter told them to put it out".

Q: Do you have anything else to add?

A: "Yes, there needs to be something done with the bags, one passenger came running up the right aisle with a bag over his head. A flight attendant from the back was trying to get it away from him. The man kept yelling I'm taking it with me".

Q: Do you have any comments on training?

A: "Yes, as much as I don't like going to training each year, I know it's my training that helped me out with the blocked exit".

**NTSB Accident:** DCA17FA021  
**Interview:** Laurie A. Mandich  
**Position:** Flight Attendant, position #6  
**Jumpseat:** 2L forward  
**Date:** 2 Nov 2016 4:08pm - 4:47pm  
**Location:** American Airlines Flight Services Ops, Chicago O'Hare  
**Representative:** Gary L. Halbert, Holland & Knight LLP  
**Present:** Peter Wentz (NTSB), Jennifer Curry (FAA), Steven Berezna (American Airlines), Noelle Weiler (APFA)

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Introductions were made by NTSB Investigator Peter Wentz.

Ms. Mandich stated she completed initial new hire training for American Airlines on April 13, 1984. She attends annual recurrent training in the month of April.

Ms. Mandich stated she was seated in the 2L forward facing jumpseat and heard a large bang, "I thought and hoped it was going to be a tire". The pilot kept the airplane steady and brought it to a complete stop. She looked at the FA #4 flight attendant and said "tire". Ms. Mandich stated she looked out the left window and saw nothing, then she looked right window past seat 17 H and J and saw fire. She unfastened her seatbelt and turned around toward the 2L exit. FA #7 was at the 2L exiting opening it, so she moved in front of seat 20C and started her commands re-directing passengers forward. Ms. Mandich stated that a woman came to her area with a large bag. She instructed the woman to leave the bag and evacuate the airplane. The woman did not listen so Ms. Mandich tried to take the bag away from the passenger. After a short struggle over the bag Ms. Mandich decided the woman was causing a delay in the evacuation and instructed her to exit the airplane with the bag. Ms. Mandich stated she saw FA #2 and FA #7 meet in left hand aisle while checking the cabin for remaining passengers. She and FA #7 then exited the 2L window, once on the wing she noticed passengers still evacuating the 1L door and wondering around the airplane. Ms. Mandich stated she returned to the airplane to retrieve the megaphone, conditions inside were smoky so she exited the 2L window and proceeded toward the slide. She jumped into the slide and stated she was going very fast. She could see FA #2 waiting at the bottom of the slide but once at the bottom came off the slide and hit another woman in front of her. Ms. Mandich stated she was wearing high heel shoes, after leaving the slide she did not land evenly and as a result she twisted her ankle. The crew started motioning passengers to move away from the airplane. Then firefighters wanted the passengers and crew even further away from the airplane so the crew assisted in moving passengers back onto the grass. The crew gathered together for a moment, then the police instructed everyone to get into a line for a head count. They counted the line twice and then instructed all the passengers to get in bus and the crew to get into a separate bus which took us to terminal 3.

Follow up questions:

Q: Did you hear the pilot make any announcement on the PA calling for an evacuation?

A: "I did not hear any announcement".

Q: Did the pilot use any signaling system for an evacuation?

A: "No".

Q: Does American Airlines train you to use a signaling system during an evacuation?A:  
"At your jumpseat, if you have a signaling system you are trained to use it".

Q: Did you have a signaling system at your Jumpseat?

A: "No, I did not".

Q: Does American Airlines train you to take any emergency equipment with you when exiting the airplane?

A: "Yes, a flashlight".

Q: Did you take a flashlight with you?

A: "No, I did not".

Q: You stated earlier that you turned to go to operate your exit, but that someone had already opened it?

A: "Right, the #7, I'm forward facing and he was aft facing right next to the exit, so he was on his knees opening the exit when I got there".

Q: Where were most the passengers coming from?

A: "Aft, the left hand aisle".

Q: Was anyone in the right hand aisle?

A: "Yes, they were going forward".

Q: Did you recall seeing any children in the cabin?

A: "No, I really didn't see any".

Q: Did you receive a briefing from the pilots prior to pushback?

A: "I meet them, but did not receive a formal briefing".

Q: Does American Airlines train you in CRM?

A: "Yes, during annual training".

Q: Do pilots attend these training classes with you?

A: "Sometimes".

Q: Were the emergency lights on?

A: "They were not".

Q: What command did you use to move passengers forward?

A: "I used verbal and hand language, I looked them in the eyes and point in the direction I wanted them to go".

Q: Did the passengers respond to that?

A: "Yes, they did".

Q: Did you feel your training prepared for the evacuation?

A: "Yes, I felt very prepared, and calm and knew everything was going to be ok".

Q: Who would you say took control on the ground after passengers evacuated the airplane?

A: "The firefighters".

**NTSB Accident:** DCA17FA021  
**Interview:** Anthony N.Q. Au  
**Position:** Flight Attendant, position #7  
**Jumpseat:** 2L Aft Facing  
**Date:** 2 Nov 2016 12:45pm – 1:25pm  
**Location:** American Airlines Flight Services Ops, Chicago O'Hare  
**Representative:** Gary L. Halbert, Holland & Knight LLP  
**Present:** Peter Wentz (NTSB), Jennifer Curry (FAA), Steven Berezna (American Airlines), Noelle Weiler (APFA)

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Introductions were made by NTSB Investigator Peter Wentz.

Mr. Au stated he completed initial new hire training for American Airlines in November 1989. He attends annual recurrent training every year, he last attended October 18, 2016.

Mr. Au stated that a few seconds after roll-out "I heard a pank, not a boom but a pank" he stated seeing a big plume of fire over the right wing and saw black smoke. The fire lit up the 2R overwing exits all the way back to the 4R door. Passengers started jumping out of their seats at this time while the airplane was still moving. Mr. Au stated he started yelling "stay down, stay down" but the passengers didn't listen to his commands. He had to wait in his jumpseat until the airplane came to a complete stop so he could initiate an evacuation. He stated once the airplane came to a complete stop, he opened the forward 2L overwing exit, he stated he knew it wasn't his exit, but didn't know how his coworker would respond and seeing the fire across the cabin he felt that he needed to get the exit open. Mr. Au stated he started commanding passengers out the window exits, he recalls a deadheading pilot sitting in the second overwing exit row that opened the 3L overwing exit. FA #6 had come aft and elevated on a seat and was directing passengers out. The overwing exit was becoming slow so Mr. Au stated he directed passengers forward toward first class to use the forward door exits. The cabin was starting to fill with a hazy grey smoke, Mr. Au stated he thought it was the interior paneling burning and he could see the windows melting. He continued evacuating passengers until the cabin was empty. He stated he then went aft in the left hand aisle about 8 rows until he met up with FA #2 who was coming forward. Mr. Au stated he told FA #2 to get out and he returned to the 2L area. He stated he exited the 2L overwing exit, once on the ground firefighters arrived and the crew assisted with gathering passengers away from the aircraft. Firefighters did a passenger head count by lining up all the passengers and crew. Once that was done they loaded passengers on busses while EMTs were checking on the injured. The crew was placed in a van and driven back to the terminal.

Follow up questions:

Q: How many passengers did you see injured?

A: "I saw an elderly man had a bandage on his head and FA #6 who sprained her ankle going down the slide".

Q: How long did it take the airplane to stop?

A: "5-6 seconds".

Q: You stated the passengers got out of their seats?

A: "They jumped out of seats, jumping over each other".

Q: How many passengers got up?

A: "The whole side of the cabin, seemed like when the whole airplane gets up when you're at the gate".

Q: Did passengers with bring baggage to your exit?

A: "Yes they did, some passengers were good about it and when we told them to drop the bags and get out they did, others weren't so good. One lady really made me mad because she had luggage at exit. She was taking up valuable time".

Q: Did you see any children exit?

A: "I think there were children in the main cabin, I don't remember if they came out my exit. I was looking at all the passengers and deciding who to re-direct up to the 1L door".

Q: What did American Airlines train you on for to be FA #7?

A: "We have right to initiate an evacuation. If we see imminent danger to do it, but make sure the plane has stopped".

Q: What would be your procedure be during an evacuation?

A: Open door, assign people to help at bottom and then you start your drills".

Q: What are your drills?

A: "Step out, follow the arrows, and leave everything, also access outside conditions. I assessed out window to make sure no fire before opening".

Q: You stated earlier that 2L was not your exit to open?

A: "Yes, it was not my exit, I was supposed to be a director,".

Q: Does American Airlines train you to take emergency equipment with you.

A: Yes, a flashlight.



Q: Did you bring a flashlight?

A: "No, was too worried about the right hand landing gear collapsing to think about a flashlight".

Q: How long after the aircraft stopped was it until you operated that exit?

A: "2 seconds".

Q: Did you command the deadhead pilot to open the 3L overwing exit?

A: "He just did it on his own".

Q: Did the pilot stay there or exit the airplane?

A – "More than likely he exited, I didn't see him open the exit, I just assumed he did". Later I saw the videos and saw a white shirt running across the runway".

Q: Once you opened the exit did you see the slide inflated?

A: "Yes".

Q: Was the engine still running?

A: "I assumed the engine was still running, but not at full blast mode, the airplane had come to a complete stop. My thought was to get the passengers off the airplane, I would rather passengers roll down the runway from engines than to burn in that airplane, they'll survive a roll on the ground".

Q: How many exited your window?

A: "I can't say".

Q: Did you see passengers using phones/electronics?

A: "No, I didn't see any".

Q: Did you see any injuries on ground?

A: "An elderly man with bandage on head and FA #6 sprained ankle".

Q: Who was in control on ground?

A: "Firemen".

Q: How did they control the scene?

A: "They made us all line up in 2 groups and took a headcount, crew and passengers".

Q: Did you see pilots on ground?

A: "Yes, just passing through grassy area".

Q: When you assessed the slide out the window, could you see the slide from your exit?

A: "To a certain extent".

Q: How does American Airlines train you if the slide doesn't inflate?

A: "I'm trained to block the exit".

Q: Does American Airlines train you in CRM?

A: "We used to have class with pilots to hash things out. We don't do that anymore".

Q: How long ago was that?

A: "We stopped that 5 or 6 years ago".

Q: Describe training about flow control?

A: "Less people can get out window exits, so we're trained to send them to other exits".

Q: Where were you positioned to redirect passengers?

A: I was standing on the 17B seat, holding on to the wall. FA #6 went to center seats in coach cabin directing passengers".

Q: Did you have any malfunctions with your jumpseat or restraints?

A: "No".

Q: Was your training that American Airlines provided effective, did you have any surprises?

A: "No, no surprises. This is my second one by the way, I evacuated a B-767-300 from GRU-JFK just before 9/11".

Q: What position were you on that flight?

A: "9 or 10".

Q: Did you have exit responsibility?

A: "No, I was a director".

Q: When you removed the overwing window exit, did it feel like the exit used in training?

A: "Yes, exactly the same weight and size".

Q: When you removed the 2L overwing exit where did you place it?

A: "On seat adjacent to exit itself".

Q: Were passengers going through both exits at the same time?

A: "It depended, some together, some took some time to get through, some needed to be helped along".

Q: How does American Airlines train its pilot's to signal an evacuation?

A: "Easy victor or evacuate".

Q: Is there any other signaling system?

A: "no".

Q: Did you hear an evacuation signal?

A: "No, but they are supposed to tell us what doors not to use if they know".

Q: Did you hear a signaling system in the cabin?

A: "No, and my jumpseat doesn't have a signaling system".

Q: Would you like to add anything?

A: "The problem with all was carry-on luggage is blocking doors. The FAA or someone needs to do something about that. Maybe locking mechanism, put it in the safety demo, maybe issue fines for passengers who take luggage".