

Frontier Flight 190 Crew Statements

As submitted by email to Company

Incident Type: flight-crew-submitter-incident

Report Number: [REDACTED]

Last Name: DeHerrera

First Name: Arvin Employee

ID: [REDACTED]

Employee Base: [REDACTED]

Job Title: Captain

Event Date-Time: 2018-10-12 15:45:00Z

Aircraft Type: A319-112

Tail Number: N926FR

Flight Number: 190

Departure: KDEN/DEN

Arrival: KDEN/DEN

Narrative: Climbing through approximately 24000', the aircraft suddenly encountered continuous moderate turbulence. Prior to the event, we experienced nothing worse than intermittent very light chop. No turbulence or convective activity was in the area and no reports of such were made by any aircraft or ATC facility. Within a very short time, the aircraft began to accelerate rapidly so I manually increased the ascent rate via the FCU. I have had experiences in the aircraft during mountain wave or other turbulence events where the aircraft had transient overspeeds even though the Normal Law "protections" were active. Due to the imminent overspeed in moderate turbulence, I felt the safest course of action was to disconnect the autopilot and correct the flight path manually prior to the protections being triggered.

As soon as we were out of the turbulence, I spoke with the cabin to see if they were ok. I was informed by the FB and FC that they felt like they each had sustained an injury. I stopped the climb and requested a hold over the PUB VOR. The FC said he was able to continue but the FB said she was having difficulty standing. I relayed a message to dispatch and the decision was made to return to Denver.

The passengers were informed of the situation. The FA and FC assumed the cabin duties. Since there was coordination between myself and dispatch and due to the close proximity of Denver, STAT-MD was not called.

On arrival, the FB was aided off the aircraft and tended to by awaiting paramedics.

ATC was informed of the turbulence and of the injury. The return to Denver was expeditious and there was coordination between ATC, company and our aircraft so no priority handling neither necessary nor requested.

Incident Type: flight-crew-submitter-incident

Report Number: [REDACTED]

Last Name: Koziel

First Name: Thomas Employee

ID: [REDACTED]

Employee Base: [REDACTED]

Job Title: NOT FOUND

Event Date-Time: 2018-10-12 08:45:00Z

Aircraft Type: A319-112

Tail Number: N926FR

Flight Number: 190

Departure: KDEN/DEN

Arrival: KDEN/DEN

Narrative: Climbing through about 24,000, we encountered continuous moderate turbulence north of PUB. There was no convective activity in the area and no reports were made by ATC or other aircraft. Prior to this event we just experienced intermittent light chop. When we encountered the moderate turbulence I noticed the aircraft began to accelerate rapidly. Captain Arvin De Herrera (pilot flying) also noticed the acceleration and first tried to increase the ascent rate using the FCU. However due to the likelihood of the aircraft over speeding Captain De Herrera thought the safest course of action was to disconnect the autopilot and correct the flight path manually. Once we were out of the turbulence, we spoke with the cabin and we were informed by FB and FC that they both felt like they sustained an injury. We stopped the climb and requested a hold over the PUB VOR. FC told us he was able to continue but FB felt like she sprained her ankle badly and had trouble standing. Captain De Herrera relayed a message to dispatch and the decision was made to return to Denver. ATC was informed of the injury and the turbulence. We returned to Denver quickly and on arrival, the FB was helped off the aircraft and tended to by paramedics once at the gate.

Object ID: [REDACTED]

Date e-mail sent: 10/22/2018 1:47:57 PM

Incident Type: cabin-submitter-incident

Report Number: [REDACTED]

Last Name: Fannin

First Name: Kristopher

Employee ID: [REDACTED]

Employee Base: [REDACTED]

Job Title: Flight Attendant

Event Date-Time: 2018-10-12 15:45:00Z

Aircraft Type: A319-112

Tail Number: N926FR

Flight Number: 190

Departure: KDEN/DEN

Arrival: KAUS/AUS

Narrative: Went to the back galley roughly 5 minutes after sterile to begin service. Started setting up with Bonnie Harper (FA-B). Although light chop, nothing out of the ordinary. Shortly after, turbulence picked up and Bonnie and I motioned to sit. We didn't make it to a jumpseat. The severe turbulence happened quickly and we were both thrown up and back onto the galley floor. Bonnie landed on her ankle and I landed on and twisted my knee. Bonnie called the captain to advise. We were still on the floor. Turbulence lessened and we both got into jumpseats - Bonnie in 2L and me in the swivel. We returned to DEN and Bonnie was taken off the plane. I was quickly checked for swollen knee and arm pain but could still stand/put pressure on my foot/knee.

Object ID: [REDACTED]

Date e-mail sent: 10/14/2018 4:47:22 PM

Incident Type: cabin-submitter-incident

Report Number: [REDACTED]

Last Name: Murphy

First Name: Bonnie

Employee ID: [REDACTED]

Employee Base: [REDACTED]

Job Title: Flight Attendant

Event Date-Time: 2018-10-12 08:40:00Z

Aircraft Type: A319-112

Tail Number: N926FR

Flight Number: 190

Departure: KDEN/DEN

Arrival: KDEN/DEN

Narrative: Roughly 5 minutes after the sterile bells, the C flight attendant (Kris) came to the back of the aircraft for us to begin setting up for service. Regular light chop was happening as can be expected over the Dever area, but nothing that would inhibit our ability to set up and begin service. The seatbelt sign was still on at this point in the flight. I had not pulled any carts out but had opened an atlas carrier when we began experiencing a little more severe turbulence. I was making the statement that Kris and I should be seated, also making the motion to pull down my jumpseat to sit, and we hit a massive pocket of turbulence. Both Kris and I were thrown to the floor. In the event my ankle rolled to the right under my body and Kris struck his knee on either the galley floor or the lavatory wall. I called the captain at that time to advise him of the two potentially injured FA's in the back galley, we were both still on the floor at this time. I told the captain that I believed my ankle to be broken or severely sprained, he told us to standby. The turbulence lessened and we were able to take the swivel and respective B jumpseats and strap in. I pulled ice from the ice bins for both Kris and I to put on our injuries. The Pax in 27C identified herself as an orthopedic nurse and told me to elevate my ankle and keep ice on it. I was still able to move and feel my toes so we didn't think it would be broken. Captain called back in a few moments and asked if I would be able to continue on. I informed him I would not be able to continue on past Austin as I could not walk on my injured right ankle. The captain made an announcement at that time saying that we would be returning to Denver and that paramedics would be meeting the plane. No pax were injured during the turbulence and all remained seated during the event and landing.

Object ID: [REDACTED]

Date e-mail sent: 10/12/2018 7:17:22 PM

Incident Type: cabin-submitter-incident

Report Number: [REDACTED]

Last Name: Nicolace

First Name: Megan

Employee ID: [REDACTED]

Employee Base: [REDACTED]

Job Title: NOT FOUND

Event Date-Time: 2018-10-12 08:45:00Z

Aircraft Type: A319-112

Tail Number: N926FR

Flight Number: 190

Departure: KDEN/DEN

Arrival: KDEN/DEN

Narrative: Right after sterile, I stayed in my FWD jumpseat. It was still a little bumpy. Both the other FAs were in the AFT galley preparing the cart for service. We encountered unexpected severe turbulence. Both FAs fell. One hit their knee, which swelled up over the course of the trip. The other FA severely twisted their ankle. They called the FD, and we're seen to by PAX Nicole Groves RN. I was unaware of the event until I went to the galley about 5 minutes later. The FO diverted back to Denver. Both FAs were seen to by medical staff. One was replaced and the other continued with the trip. Upon arrival back in DEN, door 1L was opened by medical team with both AFT doors still armed, as the FA couldn't walk.

Object ID: [REDACTED]

Date e-mail sent: 10/13/2018 8:32:22 AM