

Passenger praises airline action after mid-flight drama

A WOMAN who was on the Regional Express plane that was struck by lightning on Tuesday contacted *The Border Watch* yesterday to thank other passengers for helping comfort her during the incident.

The woman - who did not want to be identified - conceded she was "distraught" after lightning struck the plane outside her window.

"The noise was extremely loud and I could also see the lightning bolt and a small ball of light as it struck the plane," the passenger said.

"I would like to thank the passengers who helped me calm down - I was very distraught as the lightning struck right outside my window."

Despite her ordeal, she praised the conduct of the regional airline staff.

"Five minutes prior to our scheduled landing time we were informed that we were in a holding pattern for another 10 to 15 minutes," the passenger said.



□ *The Border Watch*,
Wednesday, April 7.

"We were also informed of when we had clearance for landing and a few minutes after we were informed of this, the lightning struck.

"The fact that the pilot did not tell the passengers what was happening should not be an

issue - she had a plane to land safely and her full concentration was required."

She said once the strike occurred the crew remained calm and followed all necessary procedures to safely land the plane.

"Immediately after landing we were informed of the fire engines awaiting our arrival and to not be alarmed, that is a standard procedure," the passenger said.

"I was very surprised and heartened to receive a telephone call from Rex in the early afternoon to ensure I was okay. Following their protocol, they offered me counselling should I require it.

"I was very touched that they had called to follow up and have nothing but praise for them."

On her return flight in the afternoon, she said the hostess was aware of who she was and did everything she could to ensure she was happy.

"This is despite me being quite upset that I had to fly again," the passenger said.