

Southwest Airlines Co.
Moe Siblini
Air Operations Safety Investigator
Safety and Security
[REDACTED]
Dallas, TX 75235
[REDACTED]



January 15, 2016

Joe Sedor
Chief, Major Investigations
National Transportation Safety Board

RE: Southwest Airlines Flight 834 Crew Statements

Joe,

Per your request, please find below the statements from the Flight Crew involved in the Flight Attendant turbulence injury event during descent on Southwest Airlines Flight 834 from KMDW to KCLT on December 23, 2015.

A First Officer statement has been requested. As of this time, the statement was not received. A follow-up request has been submitted.

Captain

Flt 834 was an hour late departing due to waiting for FAs to arrive from another flight. We had experienced varying degrees of turbulence all day (on the previous flight PIT-MDW we had the FAs remain seated the entire flight). On this flight we had the FAs remain seated until we got to cruise altitude and received reports that the ride would be "no worse than occasional light chop." We communicated this to the FA's and agreed to commence service. The ride was actually mostly smooth.

At about 80 NM from top of descent, about 100 NM from FLM, we saw a line of weather ahead and decided to secure the cabin so the FAs could be seated. About 15 minutes later we began our descent and shortly after encountered light chop. Within two or three minutes after that we encountered what I would describe as a "moderate jolt." I remember thinking it was good that we had sat the flight attendants early.

Later the B FA said she had been "lifted up and fell down hard". That must have been during the "moderate jolt." She was separating recyclables in the aft galley when the incident occurred. The other FAs had been seated for some time when the event occurred.

About 5 minutes later, I got a call from the A FA that the B FA had hurt her foot. The C FA went to the aft galley and assisted B into the 4th jumpseat and decided that we needed EMS to meet us. The approach and landing were uneventful.

EMS met us at the aircraft and transported the B FA to the ambulance. The CLT station was unable/unwilling to follow up with ensuring the injured FA was taken care of, so it was decided that I would go with injured FA to the ER. We arrived at the Carolina Medical Center at about 3

AM local. I stayed with FA until she had been examined and diagnosed by the orthopedic surgeon on call. It was determined that she had fractured her foot and would require surgery. (The doctor also said this specific injury is common when wearing high heels).

The FA wanted to return to MCO and the doctor agreed she could travel once he casted her foot. I coordinated with Inflight and CLT Ops for a flight back to MCO and gave that information to the FA's husband. Once the doctor began casting the FA's foot and I was sure that CLT Ops would pick up the FA and take care of her, I got a taxi and went to the hotel. This was about 7 AM local.

*Lessons learned: 1) Always have the FAs call when they are seated.
2) We have been sitting flight attendants so early and often, that it is routine and FAs secure the cabin normally, without a sense of urgency.
3) High Heels may be attractive but they are inappropriate work shoes.*

"A" Flight Attendant

The captain had the Flight attendants clean the cabin early as turbulence was anticipated. On our decent after the cabin was clean Miranda and I were taking our jumpseat a sudden burst of turbulence hit. I did not see what happened in the back of the plane but Miranda leaned out from our jumpseat and noticed Carmen our B flight attendant on the floor in the aft galley. Miranda and I both went to the back as fast as we could to check on Carmen, she stated that her foot was hurting and she knew she couldn't put any pressure on it. Miranda and I tried to lift her but were unable to due to the amount of pain she was in and could not put any pressure on her foot. Miranda and I lowered the jumpseat and Carmen was able to get herself on the jumpseat with mine and Miranda help. The phase of flight we were in, didn't allow us any time to try to move her anywhere else, as we were about 3-5 minutes from landing plus there was moderate turbulence still going on for our safety and the safety of the passengers. Miranda and I made the decision to secure Carmen in the jumpseat and have Miranda land in the back with her to cover the emergency exits. We had the paramedics meet the flight. They came on and got Carmen off. She was then taken to the Hospital in Charlotte.

"B" Flight Attendant

Just before landing captain call and spoke to Miranda Fa "c" and told her we needed to clean early due to turbulence in the area. I started to clean up as we told and starting to pick up trash, I walked all the way to the over wing window exit picking up trash and then return walking toward the back to the aft galley to disposed of trash n recycling. I had just closed the recycling bin when suddenly I was tossed violently. I quickly grab the service door handle with my right hand facing forward and then grab to the service table handle with my left hand trying to make it to my jump seat I continue to be toss so I just grab tightly. Suddenly I was lifted off the floor came down with force, my right foot slip and struck the aft galley. I stayed on the floor while been tossed back n forth. As soon as could I begin to push myself with my bottom trying to get to my jumpseat. A passenger on the last row saw me n tried to help me up but I told him no; I was afraid he would get hurt too. I had been quite some time on the floor. As I pushed myself, f the FA's saw me from the front and came to help me up into my jumpseat. Fa "c" Miranda applied ice on my foot n stay with me until we landed. I am not sure who of the FA's called the Captain and notified him that I had gotten hurt. When we arrived at the gate the paramedics met the

Southwest Airlines Co.
Moe Siblini
Air Operations Safety Investigator
Safety and Security
2702 Love Field Drive HDQ1SE
Dallas, TX 75235
214-792-2138



aircraft and took me to the ER at Carolina medical center in Charlotte. I ended up with broken foot, a knee hit pretty bad and plenty of bruises.

"C" Flight Attendant

The flight from MDW to CLT was very turbulent. The Captain told us to clean up and take our seats early because it was to get worse upon landing. All 3 of us helped with the cleanup and Tamara and I took our jumpseats a few minutes later I looked down the aisle and saw that Carmen had fallen in the back galley. We made our way to the back to check on her and she couldn't put any pressure on her foot. We got her secured in the jumpseat because there was no time or any way to get her to a regular seat. I secured myself with Carmen and Tamara went to the front. We landed and the ambulance came to get Carmen.

Thank you,

Moe Siblini
Air Operations Safety Investigator
Safety & Security
Southwest Airlines, Co.