
October 19, 2016

Lorenda Ward
Senior Aviation Accident Investigator
National Transportation Safety Board

RE: Southwest Airlines Flight 3663 Employee Statements

Lorenda,

Per your request, please find below the statements from the Employees involved in the Serious Injury to a Flight Attendant at Denver International Airport (KDEN) on October 5, 2016.

Captain

1815 CST/1715 MST Gate C33 DEN

The "B" position Flight Attendant was injured (fell into an armrest three rows forward of the AFT Service Galley/Left Side of AC Facing Forward) while cleaning cabin at the end of the Flight Attendant's Operational Crew Day. Paramedics requested via DEN OPS Frequency to Gate C33 for assistance.

1820 CST/1720 MST Paramedic Responds to C33 and assesses Flight Attendant for injury and recommends that she is transported to a local medical facility for diagnostic care of injury. The "A" position Flight Attendant accompanied the "B" position Flight Attendant along with Paramedics to offsite medical facility for injury assessment.

1840 CST/1740 MST Dispatch was contacted and advised of the crew member injury, the Paramedic response to Gate C33, as well as the "B" position Flight Attendant being taken to an offsite medical facility for assessment purposes.

1855 CST/ 1755 MST Flight 3663 Departs Gate C33 for PIT.

"B" Position Flight Attendant

We had just finished our day in Denver and I was retrieving my bag from the overhead bin on the right hand side of the aircraft. When I stepped back with my bag I somehow lost my balance. I'm not sure if my foot caught on the bar underneath the seat but something threw me off. I fell straight back into the row of seats (I believe it was row 28 aircraft left) my body landed on the armrest and I heard a crack in my rib area. There was bad pain and it was difficult to breathe I stayed on my knees between the seats to try and catch my breath. The "C" Flight Attendant ran to get help. Crew came back and supervisors and paramedics were called. I was finally able to sit in the seat. The paramedic came and I was able to exit the aircraft with some help for further evaluation. I felt I needed medical attention, but no need for an ambulance. A taxi was arranged

to take me and my crew member, the "A" Flight Attendant, to the hospital. Once there I was evaluated, x-ray was taken, medication was provided and I was released. A Denver supervisor was there and took us to the hotel.

Thank you,

Matthew Jones
Air Operations Safety Investigator
Safety & Security
Southwest Airlines, Co.