

Southwest Airlines Co.
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Date: December 19, 2017

To: John Lovell, Senior Aviation Accident Investigator (NTSB)

From: Matthew Jones, Air Operations Safety Investigator

Subject: SWA 1159 (November 19, 2017) Statements from Captain and Flight Attendants

In response to request by the NTSB:

Captain:

"While parked at the gate in LAX, one of the Flight Attendants notified me that a Provisioning Agent had fallen from the aircraft onto his provisioning van. I notified the operations agent, who called for Emergency Medical Services and the fire department. A passenger (fire fighter) and the "B" position Flight Attendant provided first aid until medical personnel arrived. We delayed boarding until the Provisioning Agent was transported away from the aircraft."

"B" Position Flight Attendant:

"On 11/19/2017 upon arrival at LAX, the Provisioning Agent entered the aft galley door to service the aircraft between stops. He was working very efficiently going back and forth between the aft galley and the provisioning van. On maybe his fourth trip back to the truck, unbeknownst to us, the hydraulics failed on the truck and the truck dropped approximately four feet. As the Provisioning Agent turned to step onto the van we both noticed the floor of the van had dropped or was dropping, but not in time for him to stop from falling. He fell shoulders first on to the van with an extremely hard and loud thud. He could barely move. I screamed as I actually saw it happen. I checked immediately to see if he was alright. He was in immense pain and tried to get up but could barely move. He tried to retrieve his phone from his pocket to contact Provisioning, but was in too much pain to do so. At that point, seeing the degree of pain he was in, I called on the PA system for the assistance of a doctor, nurse, Paramedic or anyone else who could come to the back of the aircraft for a medical emergency. The Flight Attendants responded immediately. The aircraft was about halfway empty at this point. The Flight Attendants and Pilots all made their way to the back of the aircraft when they could, as did a passenger who was a fireman (although he was not an EMT).

We contacted 911 and an ambulance was dispatched to the runway. The fireman, "C" Position Flight Attendant and I did our best to make the Provisioning Agent feel comfortable while we waited. I retrieved the two emergency blankets and the fireman's sweatshirt to prop his head. The Provisioning Agent was laying on his side and unable to roll over due to the pain. We propped a package of C fold napkins between the Provisioning Agents knees to make him more comfortable. I made an ice bag to use on his arm. I fed ice chips to him one by one as he was thirsty but could not sip or swallow water at his angle. I notified the Captain that we used the emergency blankets to prop his head, but that they were never removed from their package or opened so they did not need to be replaced. The incoming flight crew came to the back to see if they could help. I would estimate it took approximately 30 minutes before the ambulance arrived. We could see it coming off the expressway. When EMT's arrived they quickly went to work checking his vitals, attending to wounds, assessing his condition, etc. In my opinion the Provisioning Agent was doing his job properly and efficiently and could not have foreseen or prevented what happened to him. It appeared to have been caused by a mechanical failure of the hydraulics or some other system on the van. When they (Ground Operations) tried to lower the truck to the ground to eventually get him into the ambulance, it would not lower, so they had to take him out another way."

"C" Position Flight Attendant:

"I was cleaning almost to the back when I heard the "B" Position Flight Attendant in the back announce for medical assistance so I asked the remaining Passengers to move out of the way so I can make my way back to help her. When I got back there I looked and saw the Provisioning Agent, working the back galley, hurt from falling off the plane onto the Provisioning Vans platform. He was yelling because he was in pain so I stepped down to help him and make sure he didn't hit his head. His elbow and leg was bleeding and his shoulder and arm was in the most pain. I

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asked if he hit his head and he said no. A firefighter that was on our flight heard the announcement and came down to help while we waited for the medical personal to arrive."

Thank you,

A black rectangular redaction box covering a signature. A blue ink scribble is visible to the left of the box.

Matthew Jones
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