

Interview: Rachel L. Fernheimer
Position: Flight Attendant A
Jumpseat: Forward Entry Door
Date: 18 April 2018
Location: Marriott Airport PHL
Representative: Jeffery P. Novota (Southwest Senior Attorney)
Present: Peter Wentz (NTSB), Nancy Walsh (FAA), Elise May (Southwest), Michele Moore (TWU Local 556)

F/A A stated she completed initial new hire training for Southwest Airlines on May 27, 2016. Prior to Southwest Airlines, she worked for Mesa Airlines in 2015. She attended annual recurrent training at Southwest Airlines headquarters in Dallas, TX. Her most recent recurrent training was completed in September 2017.

F/A A stated she was in the forward lavatory when the event happened. The airplane started to vigorously shake and she almost fell to the floor. Her knees buckled, the lights flickered, and she heard a very loud “vroom.”

At first, she thought they were going through some heavy turbulence. She immediately opened the lavatory door and saw the oxygen masks falling. She sat down in the inboard portion jumpseat because flight attendant (F/A) C had sat in the outboard position closest to the forward entry door. They immediately got into their harnesses and put on the oxygen masks from above the jumpseat. She had F/A C open the compartment in front of the jumpseat and get the portable oxygen bottle (POB). She could see a little smoke in the cabin and debris flying around but she had no idea where it had come from. There were little white particles all over the airplane.

Once the airplane was under control she donned the POB as she learned in training and went row-to-row to make sure passengers were secure, getting oxygen and did not need medical attention. She made her way through the cabin and stated that many oxygen masks were broken and pulled down to the point the air hose was not attached. She stated that some passengers had their mask on but didn't know it was not connected to the supplemental oxygen. F/A A stated that the masks were made from a flimsy material and it was difficult for passengers to put it on correctly. A lot of passengers had it on over their mouth but not their nose. She had every passenger make sure the mask had air flowing, and if not, she grabbed the fourth mask and placed it on them. There were times when she gave passengers her mask and she used the forth mask until she could make sure theirs was working.

On the left side of the airplane there was a mother with a lap child, she checked that the baby was getting enough oxygen and she placed her oxygen mask on the child while holding her head so she knew the child was getting oxygen, and then she helped the mother by showing her how to hold the mask to the child's face. She continued through the cabin holding hands and telling people they were going to be OK and that the airplane was going to land. She recalled not having contact with the flight crew and because of the pressure in her ears, she could barely hear anything. The cabin was loud

and windy. At that time she was almost halfway through the cabin and F/A C had donned her POB, and gone past her to take care of passengers ahead of her. She also saw that F/A B was in the back doing the same thing.

When she approached row 14, she noticed the passenger in 14A was seated with her head, arms and upper torso out the window. F/A C was the first person to assist her. F/A A immediately stopped what she was doing and got on the floor to grab the passenger's leg while F/A C grabbed her lower body. Both F/As were trying to pull the passenger into the aircraft. F/A A asked the passenger seated on the aisle to hold onto her while she unbuckled the passenger's seatbelt, and then did the same for the middle seat passenger so they were out of the row in case a bigger hole happened around the open window. Both F/As tried to get the passenger back in the aircraft, "but with the pressure and being at that altitude we couldn't do it ourselves".

Two male passengers who were sitting near row 14 offered assistance. One was a paramedic and they were able to pull the passenger back into the aircraft. F/A A stated that one of the men had put his arm out the aircraft window and grabbed the passenger around the shoulder area to pull her back in the aircraft. At that time she saw the engine and the shape it was in which helped her understand what had happened. She could see that there was blood covering the passenger windows outside the aircraft.

When they got the passenger her back into the aircraft, it looked like her head and upper torso had experienced a lot of trauma. F/A C went to the back to call the pilots and let them know what was going on with the passenger in 14A. Additionally, a public address announcement (P/A) was made to request help from any medical personnel onboard. A registered nurse volunteered to assist. The paramedic laid the passenger on the row of seats and started doing CPR compressions.

F/A A stated she went to get the automatic external defibrillator (AED) in the front cabin. She came back with the AED and POB. She placed the AED pads in the correct area on the passenger's chest, turned on the AED, and waited for it to tell her what to do next. The AED announced to clear the area, so she did. It analyzed but advised no shock. The paramedic and nurse continued with compressions. The AED again began analyzing and they cleared the area but no shock was advised. The paramedic and nurse continued taking turns doing compressions. Since F/A C was the one who located the injured passenger first, F/A A tried to get her to stay with that passenger as they are trained, but it was very difficult because passengers were asking the F/As if they were going to make it. The captain came on the P/A in a calm voice and told the passengers that we were going to be landing in Philadelphia in a few minutes. She looked at the passengers and grabbed their hands to make eye contact. She told them that they were going to make it. She continued checking passengers on the way to the front of the cabin. When she left row 14, they were still performing chest compressions on the passenger.

She told F/A C to stay with the passenger and could see they were close to landing. She looked at F/As B and C and told them to brace. All 3 F/As started commanding, "heads down, stay down."

F/A A was unable to have contact with the pilots and wanted to brace for anything coming during the landing. She did not have time to get to her jumpseat because they landed so quickly, so she sat on the floor near row 4 or 5 and was held down by the passengers. She continued commanding “heads down, stay down” until they landed.

Once the aircraft came to a stop, she looked out the window to make sure it was clear of fire or debris. She waited for the pilots to tell them what to do. The first officer made a P/A and told the passengers to remain seated. She picked up the interphone, but before she could use it, the cockpit door opened, and the pilots told her to disarm the doors. She disarmed the forward entry door and the pilots told her to open it. She opened the door and saw firefighters below on the ramp.

They asked her if there were any passengers in need of medical attention. She told them CPR was being performed on the passenger in 14A and assistance was needed as soon as possible. They asked her to open the forward galley door on the right side of the airplane and firefighters put a ladder up to that door to enter the aircraft. She told F/A C to stay with the passenger in 14A and not to stop compressions until the medical staff arrived. They continued compressions until the firefighters came onboard and took over. She cleared the aisle so they could transport the passenger off the airplane. The remaining passengers were coughing so the FA's handed out cans of water to help clear the passengers' throats.

The airstairs arrived and passengers started getting off the airplane one row at a time. Buses transported the passengers and crew. The captain was talking to the passengers giving them as much comfort and information as she could. F/A A hugged every passenger as they walked off the airplane. She retrieved her belongings and deplaned.

F/A A remarked at the conclusion of her interview that her emergency training had prepared her for this event. She recalled preparing herself with a 30 second review after taking her jumpseat for takeoff and that her emergency procedures were second nature once the airplane experienced the decompression. Additionally, she suggested a safety enhancement that could be made at SWA. She stated that wheelchair passengers and special needs passengers should not be seated in the first row of the airplane. Her concern was in the event of an evacuation, an able-bodied assistant should be seated in the front row to help the F/As with the evacuation.

Interview: Kathryn Sandoval
Position: Flight Attendant B
Jumpseat: Aft Galley Entrance Door
Date: 18 April 2018
Location: Marriott PHL Airport
Representative: Jeffery P. Novota (Southwest Senior Attorney)
Present: Peter Wentz (NTSB), Nancy Walsh (FAA), Elise May (Southwest), Michele Moore (TWU Local 556)

Flight Attendant (F/A) B stated she completed initial new hire training for Southwest Airlines on March 3, 2018. Prior to Southwest Airlines, she worked for Express Jet from August 2000 – February 2018.

F/A B stated that there was a jumpseat rider (jumpseater) seated in the aft galley. F/A B started getting up and opening all the cabinets for the in-flight service. As she was putting on her apron, she heard a loud noise and the airplane started shaking.

The jumpseater tapped her on the shoulder and showed her that the oxygen masks had deployed in the galley. She immediately sat down next to him in the jumpseat and donned the mask. She turned around and noticed all the masks in the cabin had deployed. She kept telling the passengers to calmly breathe.

She then noticed F/As A and C had already donned their portable oxygen bottles (POB) and were in the cabin. She donned her POB so she could go out in the cabin and assist passengers, checking to make sure they had the oxygen masks on correctly. They were trying to calm the passengers because a few were panicking. F/A B did not notice anyone with their mask on incorrectly nor did she notice any masks that were not working. Additionally, she did not notice any children in the back part of the airplane.

F/A B did not know that the window had blown out until she saw F/A C and A in the middle of the cabin. She also noticed that two male passengers were assisting. F/A A moved two passengers from row 14 and sent them to the back galley.

As F/A B went back to the aft galley, she heard the interphone chime and she answered it. She could not hear anything because it was very loud. While she was walking back, people were panicking, and she was trying to calm them down. F/A C came to the aft galley to call the captain. F/A A also called for the AED, but then turned around and got it herself from the forward cabin and returned to row 14 with the AED.

She stated that she did not hear any announcement from the pilots about being at a safe altitude to breathe. She did hear the pilot's announcement about landing in PHL. One of the passengers from row 14 sat in the aft jumpseat for landing. The jumpseater helped secure this passenger in the jumpseat harness. F/A B sat on the floor for landing while passengers held her down.

F/As started using their brace commands as they were coming in for landing. They kept saying it until the airplane stopped. Once the airplane came to a complete stop, F/A A announced to disarm the doors. F/A B disarmed both aft doors. The jumpseater helped her pick up the items that had fallen from the galley counters/compartments.

F/A B concluded her interview by stating that her training prepared her to remain calm. To prepare for takeoff before each flight, she always performed her 30-second review and thought about emergency equipment and any people with disabilities who might need assistance.

Interview: Seanique Mallory
Position: Flight Attendant C
Jumpseat: Forward Entry Door
Date: 18 April 2018
Location: Marriott Airport PHL
Representative: Jeffery P. Novota (Southwest Senior Attorney)
Present: Peter Wentz (NTSB), Nancy Walsh (FAA), Elise May (Southwest), Michele Moore (TWU Local 556)

Flight Attendant (F/A) C was hired by Southwest Airlines on September 20, 2010 as a customer service agent, she transitioned to Inflight Service in 2014 and completed initial new hire training in June of 2014. Prior to Southwest Airlines, she worked for Tran States Airlines from February 2008 – September 2010. Her most recent recurrent training was completed in October 2017.

F/A C stated the door was closed and airplane started taxiing. She got into her jumpseat, buckled up, and recalled conducting her 30 second review before take-off.

She stated the airplane was approximately at 23,000 feet when she and F/A A got up to start the service. F/A A went to the lavatory while F/A C put on her apron and went into the cabin. She was near row 5 when she felt the plane shake and drop. She heard a loud noise like a “zzzzzz.” F/A A was leaving the lavatory, and they both sat down on the jumpseat. F/A C put on her oxygen mask, but the mask F/A A was wearing malfunctioned, so she got the portable oxygen bottle (POB) for her.

F/A A started going row-by-row down the aisle checking on passengers. F/A C retrieved the other POB and donned it, then she moved up the aisle past F/A A to help the passengers. She looked toward the back and saw F/A B coming from the back checking on passengers. F/A C was telling passengers to breathe normally, and to let them know the bag may not inflate even though they are receiving oxygen. She noticed passengers having trouble and breathing heavily and told them to slow down and breathe normal. She did not recall any other issues with the oxygen masks nor did she remember hearing an announcement from the pilots informing the passengers they no longer needed to remain on oxygen. The only P/A she recalled from the pilots was about landing in PHL.

When she reached row 13, passenger 13A was very upset and F/A C tried to calm her down. She looked back at the window seat in row 14 and saw a passenger partially outside the window. Her head, arms and upper body were outside. F/A C jumped over the others in the row to grab the passenger and tried to pull her back in. She called for help from the other F/As. F/A A was holding on to F/A C as she tried to pull the passenger back into the airplane. She was not able to get her back in. Two men took over for the F/As, so F/A C went to the aft galley to notify the flight crew with “two dings.” She later realized she should have used “four dings” in an emergency situation. She explained to the pilots about the situation in row 14 and asked how long it would be until landing. The pilots informed her they would be landing in PHL shortly.

After hanging up with the pilots, she saw that F/A A was with the injured passenger. They had gotten the passenger back into the airplane and had her laying across the row of seats. At this point, F/A C was trying to care for and console the passenger who had been sitting in the row with the injured person. That passenger was on the back jumpseat and remained there for landing. The other passenger from row 14 was also in the back galley, but Ms. Malory did not recall where that person was when they landed nor did she think the two were traveling together.

F/A A called for the AED but retrieved it herself since she was closest. She placed the pads on the passenger and the paramedic and nurse stepped in to assist. They were trying to resuscitate the injured passenger and doing CPR compressions.

She recalled being close to landing and started commanding, “heads down, stay down.” F/A C sat on the floor in front of the back jumpseat for landing. After landing, F/As A and B began checking on passengers.

F/A C stated she told everyone to be respectful and not film while onboard. She stayed with the injured passenger while F/A A disarmed both forward doors while waiting on EMS. The volunteers onboard continued CPR compressions until EMS arrived.

EMS took the injured passenger off the airplane first. They then had the passengers deplane by rows and were surprised how calm everyone was. F/A C stated F/As were trained to be calm and patient, so they did the best they could to try to keep everyone calm.

The F/As had been given a preflight briefing from the pilots that day. All 3 F/As and the jumpseater were present for the briefing. F/A C stated she did not recall anything specific from the briefing.

F/A C stated that the 30-second review helps in the case of an emergency, and that she starts looking for able-bodied assistants ahead of time. She thought passengers needed to pay attention to the safety demonstrations and should not be allowed to listen to music or wear headsets before takeoff. She was responsible for the overwing exit briefing. She recalled asking passengers to remove their headsets during her briefing.

Interview: William Crowley (SWA LGA Ramp Agent)
Position: Jumpseater
Jumpseat: Aft Entry Door
Date: 18 April 2018
Location: Marriott Airport PHL
Representative: Jeffery P. Novota (Southwest Senior Attorney)
Present: Peter Wentz (NTSB), Nancy Walsh (FAA), Elise May (Southwest), Michele Moore (TWU Local 556)

Mr. Crowley stated that flight attendant (F/A) B was preparing for the service by opening all bins and starting to put on her apron. The aircraft then dropped. He heard a noise that sounded like a marble hitting glass. F/A B sat on the jumpseat and buckled in as the masks fell. She did not immediately notice the oxygen mask, so he tapped her on the shoulder to show it to her and she put it on. F/A B saw that F/As A and C were already in the cabin, F/A B asked him to open the compartment in front of the jumpseat and get her the portable oxygen bottle (POB).

F/A B put it on and went into the aisle. The F/As were making sure everyone had seatbelts and masks on and were trying to calm the passengers. F/A A came back to the galley and asked for a second POB. The pilots tried reaching the F/As, but it was very loud and hard to hear anything. F/A C came to the back, called the pilots, and told them that there was a passenger halfway out the window. This was maybe 2-3 minutes after the start of the event. They then started a second descent. He heard the F/A ask for the AED. The F/As started commanding passengers with “heads down.” The airplane landed and everyone was still sitting down with their oxygen masks on. F/A B disarmed the back doors and picked up things that had fallen in the galley to prepare for the emergency response. Mr. Crowley stated he was the last person off the aircraft before the crew.

Interview: Passenger 8D, Southwest Airlines flight 1380
Date: 30 April 2018
Location: Telephone Interview
Representative: Declined
Present: Peter Wentz (NTSB), Nancy Walsh (FAA), Elise May (Southwest), Michele Moore (TWU Local 556)

Passenger 8D stated he was a volunteer emergency medical technician (EMT) and volunteer firefighter for the Rowlett fire department, Rowlett, TX . He later became a paid firefighter/paramedic for Celina Fire Department in Celina, TX where he currently worked. He had been on the paramedic national registry since April 2018 and was waiting for the state of Texas to process his application to practice.

Passenger 8D stated that he, his wife, and their children were traveling with his mother and father and had been in New York on vacation. After boarding the airplane, his wife, her mother-in-law and daughter were seated in row 7 (ABC). Passenger 8D, his father, and son were in row 8 (DEF). Passenger 8D recalled watching the flight attendants (F/As) perform the safety demonstration but he did not look at the safety information card.

He described the takeoff as smooth, but at some point during the flight while the F/A's were in the aisle taking drink orders passenger 8D stated he heard a loud pop and looked to the rear of the airplane. Immediately there were screams. Passenger 8D looked over his left shoulder and saw a F/A squatting down in the aisle. He looked forward and saw the oxygen masks had deployed.

Passenger 8D's father put his mask on and then assisted his grandson. Passenger 8D quickly put on his mask and recalled having challenges getting a tight seal using the tabs on the band of the mask. He looked to his left to see his wife and daughter who appeared to be fine. A F/A had her portable oxygen on and walked up the aisle checking on passengers. Seated directly behind his wife was a young female who was holding an infant child. He recalled speaking to her briefly before boarding the plane. The child was in the mother's lap and she was having some issues getting their oxygen masks on. The mother was holding the mask over the child's face while she was trying to get the band over her head. She was trying to accomplish two tasks at once. Passenger 8D stated he looked above her seat and noticed the tubing had come detached from the oxygen unit under the overhead bin. He got out of his seat and re-secured the tubing. He sat back down and buckled in. He looked back across the aisle to make sure the mother was OK and again saw that the tubing had come undone. Passenger 8D got up again to secure the tubing. He sat back down and again looked back at the mother, but this time his wife had reached over the seat to help the mother and child. Other than the mother and child behind his wife, Passenger 8D did not notice any other passengers having issues with the oxygen masks.

Passenger 8D stated he heard a continuous loud noise coming from the back of the airplane that alerted him to a problem at row 14. He looked at his wife for her approval to go to the rear of the airplane. He then got out of his seat and walked back and had no idea what was going on, but as he got closer to row 14 he could see there was a major issue. The passenger in the aisle seat 14C may have been waving her hands and he thought there was a F/A trying to help passenger 14A get back in the airplane. Passengers 14B and 14C were still seated next to the passenger 14A. Passenger 8D leaned over them with his feet in the aisle and grabbed the passenger's pants where a belt would go. He stated he tried to pull the passenger back in but could not. He believed there was a F/A there at that time but was not sure. He leaned in again to try and pull the passenger back in but realized he did not have the leverage that was needed to get them back into the airplane.

He stepped back into the aisle and asked the person sitting in 14C if she would get up and move. Both she and passenger 14B both moved out of the way. After they left Passenger 8D was able to stand directly in front of the passenger 14A. The passenger was still restrained by the lapbelt however the passenger's upper torso and head were outside the airplane. At some point, passenger another male passenger began helping him. He did not recall exactly when the male passenger began helping.

Passenger 8D recalled trying to pull the passenger back in, but it was difficult. He stuck his right arm outside the airplane to try and grab their shoulder. Passenger 8D never felt as if he were in danger of being pulled out of the window. When he stuck his arm outside the airplane, he did not feel pressure pulling his arm out. He thinks the pressure had equalized by that point. They were able to get the passenger's right arm inside in followed by her head. Passenger 8D could brace his arm over the opening to prevent them from going back out the window. Passenger 8D said it appeared the passenger had substantial injuries so he unbuckled the passenger and he and the male passenger laid passenger 14 A across seats 14 ABC.

A female passenger arrived and passenger 8D started CPR chest compressions with her. He asked her to look at her watch so they could time the compressions. The F/As (either one or two) were in the aisle at that time. One F/A had gone to the back and asked if anyone onboard knew CPR and the other F/A brought an AED to their location. As they were doing compressions, one of the F/As applied the pads attached to the AED. Passenger 8D asked for an oropharyngeal airway. A physician squatting at the passenger's head did the breathing in the resuscitation efforts using a pocket mask. Passenger 8D told the female passenger assisting him that he believed the passenger's injuries were incompatible with life. There was a brief period of time where they stopped resuscitation efforts but otherwise they continued for the remainder of the flight.

After landing, they waited for the airport fire personnel to board the plane. They were still doing CPR when the EMTs arrived. Passenger 8D stated that he removed the AED pads from the passenger because he did not want them to be in the way of the

equipment the EMTs had. The EMTs took over resuscitation efforts at that time. Passenger 8D later deplaned with his family.

Position: Passenger 11C, Southwest Airlines flight 1380
Date: 30 April 2018
Location: Telephone Interview
Representative: Declined
Present: Peter Wentz (NTSB), Nancy Walsh (FAA), Elise May (Southwest), Michele Moore (TWU Local 556)

Passenger 11C stated she was a retired registered school nurse. She had worked full time for Mesquite, Texas Independent School District (ISD) for 18-19 years and before that she had worked for United Health Care. At the time of the accident she was employed as a substitute school nurse for the Mesquite, Texas ISD. She stated she had 21 years of nursing service experience.

As the Flight Attendants (F/As) began their safety demonstration, passengers were using their electronic devices and looking at magazines. Passenger 11C watched the F/As perform the safety demonstration before takeoff but did not review the safety information card. She had looked at the card on her previous flight to LGA so it was fresh in her mind. Passenger 11C was half-listening as she wanted to be sure she knew what was going on.

The airplane took off and everything was normal. Passenger 11C stated she heard a loud noise similar to an explosion. She was sitting in the front of the wing, so she recalled it sounded a lot louder to her. The shuddering almost knocked a F/A to the floor. Passenger 11C recalled the F/A turning around and going back to get strapped into her jumpseat and get oxygen. The airplane shuddered and vibrated loudly, and the oxygen masks dropped down from the compartments. As she was putting her mask on, one of the little straps used to adjust the mask came loose and the man next to her fixed it. When the F/As demonstrated the mask before takeoff, it appeared firm, but Ms. Phillips described the mask as being “squishy” although she felt confident she was receiving oxygen. Passenger 11D told her that he also had trouble with his mask and had to push something up in the mask as it was not fully attached.

Upon looking around, passenger 11C noticed that a couple of people were struggling with their oxygen masks. The woman across the aisle was struggling and passenger 11C leaned over to help her. She stated that passenger 8D was up helping people too, but at the time she did not know he was an paramedic. She noticed passenger 8D helping a woman across the aisle who was traveling with a baby.

Passenger 11C stated that the airplane took a sharp dive to the left. She recalled seeing frightened passengers and hearing screaming. Passenger 11C took out her cell phone and sent a text message to her daughter advising of airplane trouble (it was 11:11am) and then put the cell phone away. The pilot got the airplane righted and it seemed to start dropping very quickly in altitude. Shortly after that the F/As were coming down the aisle asking if everyone was OK. They were letting everyone know we were going to try and land in PHL.

Passenger 11C knew when the window blew out, but she did not feel that it was simultaneous with the engine problem. She believed there was about 10 seconds between the two events. Passenger 8D started going back to the area of row 14 very quickly. Passenger 11C looked behind her and she saw a lot of people's backs including F/As and passengers. Airplane insulation was flying around the cabin and she thought one more person back there would create a lot of chaos.

However, she heard the request for anyone who knew CPR. At that point, she took off her mask and seatbelt and went to row 14. Passenger 8D was performing CPR and Passenger 11C identified herself as a nurse and offered to help. They began taking turns performing CPR compressions. Passenger 8D had his back to the window, and they were both able to stabilize themselves enough to do CPR. While passengers 11C and 8D were performing CPR, one of the F/As got the AED. They could not get good contact with the AED because of the amount of blood. She recalled a man who she thought was a graduated medical student appearing with a CPR mask. He asked if he could help and Passenger 11C asked him to try and give breaths. Previously, she had attempted to open an airway while passenger 8D was giving compressions, but she was not successful. They made every effort to give CPR compressions the way she was trained. They continued to do this throughout the flight.

Passenger 11C stated she did not realize the airplane was landing until passenger 8D advised her, he told her to brace, and he pushed her down in between the seats. She described the landing as smooth.

They knew the first responders were going to be on their way because the crew had made an announcement. Passenger 11C told passenger 8D that it was going to get very crowded so she decided to get washed up and return to her seat. Passenger 8D said that he would stay in row 14 and he remained there until EMTs took over. Passenger 11C stated she was in the front lavatory when the first responders came on board and took the passenger off the airplane.

Interview: Passenger 13D, Southwest Airlines flight 1380
Date: 30 April 2018
Location: Telephone Interview
Representative: Kristin McGinty
Present: Peter Wentz (NTSB), Nancy Walsh (FAA), Elise May (Southwest), Michele Moore (TWU Local 556)

Passenger 13D stated that he was traveling with his wife and a work colleague of hers. They were sitting together in row 13, seats D, E, and F. He recalled the safety demonstration, but did not look at the safety information card in the seatback pocket. He stated that the flight was routine until he heard a loud “boom, pop” after which the airplane twisted and dropped. It was very loud and windy inside the airplane. The pilot got control of the airplane and the flight attendants started going row-to-row checking on passengers - making sure their oxygen masks were working correctly and calming them down. His wife’s work colleague thought her oxygen was not working correctly, but Passenger 13D watched as she breathed and could see the bag on the mask was operating normally.

Passenger 13D stated he heard two or three loud screams coming from behind him, he turned to look back and saw the passenger in seat 14A had been pulled out the window. He unbuckled his seatbelt and took off his oxygen mask and went to assist. He stated that two passengers were sitting in the row and he did not want to ask someone to unbuckle given the situation, so he decided to enter row 15 and reach over the seat to try and pull the passenger back into the airplane. Passenger 13D stated that he put his arm out the window to try and pull in the passenger back. He characterized the exterior pressure as “more than tremendous” and added, “I couldn’t hold my arm straight out there. It pushed my arm back around to where she was.” He tried to reach for the passenger’s arms but could not reach them. About that time passenger 8D asked the two passengers in 14B and 14C to move out of the row so that passenger 8D could get closer to the window. Together they were able to grab the passenger’s shoulder to get her back inside the airplane.

They laid the passenger across row 14. Passenger 8D and passenger 11C started CPR. Passenger 13D recalled another male passenger with a respirator mask assisting with the passenger’s breathing. A F/A brought the AED to row 14 and placed the pads on passenger’s chest. With F/As there, the two passengers doing CPR, and another other assisting with breathing, passenger 13D felt that he was in the way and returned to his seat. He recalled the F/A leaving row 14 and going to the front of the airplane. He could hear the F/As commanding passengers to put their heads down and brace for landing. They said it about 20 times.

Once the airplane came to a stop, he returned to row 14 and saw passenger 8D and passenger 11C still doing CPR. The paramedics put a ladder up to the airplane and brought a stretcher onboard to take the passenger off. Passenger 13D stated he helped the paramedics get the passenger on the stretcher and other passengers helped get the her belongings to give to the paramedics.

Passenger 13D stated that while they were waiting to get off the airplane, the pilot came out of the cockpit and spoke to the passengers. She told them that in all her years of flying, this was the first time she had ever seen the oxygen masks deploy.

Once the buses arrived he deplaned with his wife and her colleague.