

Southwest Airlines Co.
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October 17, 2018

Lorenda Ward
Senior Aviation Accident Investigator
National Transportation Safety Board

RE: Southwest Airlines Flight 2134 Employee Statements

Lorenda,

Per your request, please find below the statement from the Employees involved in the aircraft accident due to a Passenger sustaining a serious injury on October 11, 2018.

Captain

On final approach the Flight Attendants alerted the Pilots on the crew call system. We were informed by the Flight Attendant that a passenger got out of their seat and subsequently injured their hip. The seat belt sign was illuminated, the 10,000' notification and Flight Attendant announcements were made prior to the injury. The arrival was routine with no turbulence present. We requested the tower to coordinate medical services at the gate and also contacted station operations. We landed and taxied to the gate uneventfully. Medical personnel met the aircraft at the gate and attended to the injured passenger.

First Officer

Normal flight as Pilot Monitoring. Approximately 4nm from landing while getting configured, Flight Attendants reported woman fell and suspected a broken hip. The Captain was flying so I told the Flight Attendant we were on short final and would be landing in 2 minutes. I passed info to Captain and tower. I asked tower to coordinate paramedics at our gate. I also made contact with station operations asking them to ensure we had paramedics. I called the Flight Attendants to ensure they were prepared for landing with confirmation. We continued configuring the aircraft and landed uneventfully, taxied in, deplaned from the rear of the aircraft, and awaited the paramedics to secure the injured passenger.

Unfortunately this passenger was up while the seatbelt sign was on. We had occasional light chop most of the flight so we never turned the seatbelt sign off on the hour long flight. The passenger reported a previous hip injury/break and I believe while she was turning to get into the forward middle seat her hip gave out again. There was never more than very light chop and it was smooth at the time of the incident.

'A' Flight Attendant

Seatbelt sign was turned on for initial descent and passengers were told over PA. On final descent, announcement was made by B Flight Attendant reminding passengers of seatbelt sign and the three of us proceeded to complete final walkthrough. I was tidying and preparing to finish garbage collection in forward galley when passenger, who was notified of the seat belt sign being on and our impending landing, exited lavatory and walked to her seat in row 1. On her way she tripped and fell. There was no turbulence. She immediately began saying her hip was hurt.

Both B and C Flight Attendants rushed forward to assist. We called pilots to notify injury and to have paramedics waiting. We were about 8 minutes from landing at this point. When the wheels came down, and with the passenger having made no improvements, we made the decision to have the C land on the floor with the injured passenger. I was in my jumpseat. Passengers were told to stay seated upon landing. Paramedics took about 10 minutes to arrive and during that time air stairs were taken to the aft of the plane to deplane passengers. Customer was taken to hospital by paramedics. StatMD was not contacted as we were below 10,000 feet.

'B' Flight Attendant

The Captain called to advise us that it could be a little bumpy into the SJC airport. The seat belt sign was on and the 'C' Flight Attendant answered the call and advised me to clean the cabin early due to possible turbulence and she then made the final descent announcement advising everyone to remain seated with belts fastened and that we would be cleaning the cabin in just a few moments. We cleaned up back galley and she walked out with trash bag and I followed her with the recycle. We were walking down the aisle and when we got to around row 6 I noticed the 'C' Flight Attendant start running toward the front galley. I leaned sideways to see what was happening and I noticed the 'A' Flight Attendant was on her knees holding on to a woman.

I continued collecting whatever trash I could until I got to the bulk head where I saw both Flight Attendants with the customer. They asked me to call the Captain and advise him we needed medical attention as soon as we landed. I asked for specific reason so that the Captain could pass along information to paramedics and they advised me possible broken hip. I ran to back galley inter phone and advised Captain of situation and he said he would take care of it upon landing. I ran back to advise the Flight Attendants that we would have paramedics at gate and that we were a few minutes away from landing. When we landed the paramedics took care of our passenger in the forward galley and the remaining passengers deplaned from the back of the aircraft.

'C' Flight Attendant

We were on final descent, seat belt sign was on, final announcement had been made, and Pilot had said we may have some turbulence, to go ahead clean up. The 'B' Flight Attendant and I were collecting trash and moving toward the front of the cabin, there was no turbulence since the final descent announcement had been made. I looked up and saw the passenger in the floor. I immediately went to her, asked her what happened and she said she just fell. I asked

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what hurt and she said her hip, we tried to keep her comfortable as she was holding her breath and turning white, I didn't leave her and knew we couldn't get her to a seat; I stayed with her upon landing as I was afraid she may pass out. While we were talking she told me she had many medical problems and thought she may have just dislocated her hip. Her husband was seated nearby and told me how upset he was that she had injured herself again, and more information about her medical history, he too said maybe she just dislocated her hip. When the paramedics had gotten her on the gurney, the passenger's husband said he wished he would have gotten travel insurance, and didn't.

Thank you,

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