



NATIONAL TRANSPORTATION SAFETY BOARD

Office of Aviation Safety
Washington, D.C. 20594

December 6, 2019

Attachment 1 –Crew Statements

OPERATIONAL FACTORS

DCA19CA151

May 30, 2019

Lorenda Ward
Investigator in Charge
National Transportation Safety Board

RE: Southwest Airlines Flight 2842 Flight Crew Statements

Lorenda,

Per your request, please find below the statements from the Flight Crew involved in the turbulence encounter resulting in a Flight Attendant sustaining a serious injury.

Captain

On the descent into Jacksonville Florida, after being handed over by Jacksonville Center to Jacksonville approach approximately around 15,000 [feet]. Approach gave use direct to LIBBY, the LOM on the ILS for runway 8 and gave us a low altitude to descend to. I was Pilot Monitoring and the First Officer was the Pilot Flying. I noticed there was a scattered layer of clouds we needed to go through and I elected give the signal to the Flight Attendants before 10,000 [feet] at that time, anticipating Jacksonville approach was trying to facilitate a quick arrival into the airport.

The radar was turned off about 5 minutes prior after no weather was observed between our position and the airport. Descending approximately through 12,000 feet we went through a layer and encountered moderate turbulence. I was about to call the Flight Attendants on the PA to take a seat, then we exited the clouds. Regrettable that was too late. Moments after this, I received a call from the "A" Flight Attendant. A little misunderstanding occurred at first, he said "Flight Attendant down". I mistook that meaning that they were sitting. I apologized for the bumps and said we were clear of it now, then he clarified that there was a Flight Attendant on the floor. The severity of the situation sunk in at that time and I got a basic status of her situation and it alluded to a leg injury. I told him we will have the EMTs waiting for the aircraft and we have about 5 to 10 minutes before we land.

With the time frame that we had before landing I determined that it wouldn't prudent to attempt a STAT MD connection. I informed Jacksonville approach to have EMTs meet us at gate C4. I then called Jacksonville Operations, after several attempts I reached someone and I told them to call Dispatch and inform them we have a Flight Attendant injury and EMTs were meeting the plane. I think there was some miscommunication at that point.

The landing occurred without incident, we pulled into the gate and the EMTs took [the "D"] Flight Attendant to the hospital. I then called Dispatch they connected with the SOD for additional information. Soon after [the "B"] Flight Attendant said she needed to be checked out also because she was experiencing pain in her shoulder and a tingling feeling in her hands. I informed the CSS to call the EMTs back and contacted dispatch once again. The EMTs also took her to the hospital also.

The continuation of the flight was re-crewed by inbound Flight Attendant and one that was commuting to work.

First Officer

Descending into Jacksonville in smooth air, we encountered unexpected and unreported moderate turbulence as we passed through a brief scattered cloud layer around 12,000 MSL. Shortly thereafter, we received notification from [the] "A" [Flight Attendant] that [the "D" Flight Attendant] was injured, and was in need of medical attention. [The] Captain (Pilot Monitoring) notified ATC of the injury, and requested EMT's to be standing by at the gate upon arrival. We then notified JAX Operations of the situation, and requested the same. We landed without further incident. Upon arrival to the gate, the passengers remained seated while the EMT's made their way to the back of the aircraft to transport [the "D" Flight Attendant] to the hospital. After deplaning, [the "B" Flight Attendant] (who had also been in the back galley during the turbulence encounter) reported that her shoulder was sore and that she had a tingling sensation in her fingers. The EMT's evaluated her condition and then transported her to the hospital as well. [The] Captain contacted dispatch to inform the company of the situation as soon as the injured were being cared for by the EMT's.

'A' Flight Attendant

We were just dingied for final descent. Myself and [the] "C" Flight Attendant were in the FWD Galley and stepping out to begin our clean up and [the] "D" Flight Attendant and "B" Flight Attendant were in the AFT galley. As we began, we hit turbulence. I hit the FWD Entry Galley wall with my right shoulder. I looked to the AFT and saw [the "D" Flight Attendant] falling backwards to the floor and looked like she hit her head on the wall. I ran to the AFT of the plane and [the "D" Flight Attendant] was saying things repeatedly about her right ankle. At the same time, we had people in both lavs trying to get out. [The "B" Flight Attendant] and I were yelling for them to "Stay in, hold on, we have a medical!" We were still going through some chops. [The "B" Flight Attendant] was standing up when I got to the back, at this point I didn't know she had fell. [The "C" Flight Attendant] had made a PA from the FWD Galley advising the passengers of a medical situation and for everyone to remain seated and fasten their seatbelts. I got to [the "D" Flight Attendant's] feet and was kneeling and was saying for everyone to stay down. I called the Pilots and told them there is a medical and one of the Flight Attendants is down. At this point there were two Passengers that came to the back. I don't know who they were. This is when [the "D" Flight Attendant] said she might be bleeding from the back of her head, which we confirmed. [The "B" Flight Attendant] passed out gloves. I called the pilots again and updated them. They told me they already requested EMTs. We wanted to get [the "D" Flight Attendant] up and out of the Galley and into the last row. Row 30 was empty and the turbulence had stopped. We got [the "D" Flight Attendant] up, I told her to hug me, and I'll help move her to the row. We sat her up in the row and [the "B" Flight Attendant] made ice packs for [the "D" Flight Attendant's] head and ankle. At this point [the "C" Flight Attendant] was already in the back. I suggested [she] and [the "B" Flight Attendant] remain in the back and I'll stay up front for landing. When I got to the front, [the "C" Flight Attendant] called me from the back and advised me that [the "B" Flight Attendant] had fallen too.

When we landed we made PAs for everyone to remain seated so EMTs can get on board. Once they got [the "D" Flight Attendant] off the aircraft and cleared the jet bridge, we deplaned. After everything had calmed down, [the "B" Flight Attendant] was saying her shoulder is started to hurt and she has tingling in her fingers. She advised the pilots and they requested EMTs to return. [The "B" Flight Attendant] was then taken to the hospital as well.

'B' Flight Attendant

We were making our final descent into JAX. I was in the aft galley on the Captain's side looking towards the front while making the PA. Towards the end of the PA the tail of the AC flew up and [the "D" Flight Attendant] and I went flying into the air. I flew up and dropped the phone then landed on my left side against the slide. I saw her lying on the floor unable to move so I jumped up to see what I could do to assist her. It appeared that she hit her head on the side of the jumpseat on the Captain's side, but she was stating that it was her foot that was hurting. [The "A" Flight Attendant] saw that she was lying on the ground and ran to the back of the A/C. As he ran to the back two other people came to see if she was okay. She said that her head was bleeding so I grabbed gloves for everyone and made her an ice pack to help. There were two Passengers in the lav. They were trying to get out but we were yelling for them to stay in there or else the doors would hit her in the head. After contacting the pilots [the "A" Flight Attendant] was able to move her to the last row on the Captain's side because it was empty. One Passenger stayed back there in a seat to keep an eye on her. [The "C" Flight Attendant] assisted me in the back to help insure that the cabin was secure, and that everything was okay. While sitting on the jumpseat I began to feel pain in my knees and ankle. [The "C" Flight Attendant] suggested that I get checked out. When we got to the gate the Passengers remained seated while the EMTs came on the A/C, took care of [the "D" Flight Attendant], and took her off the plane. I followed the EMT to the front of the plane. After we deplaned the A/C I was talking with the First Officer and my shoulder began to throb, and I was starting to feel tingling down my left arm and in my fingers. Ground Ops called to have the paramedics come to take me to get checked out. The paramedics came and evaluated me then took me to the ER.

'C' Flight Attendant

We received the bells indicating final descent on the flight from MDW to JAX. The "B" Flight Attendant began to make her PA and the rest of us had just stepped out of our respective galleys (800-G7) when we encountered unanticipated turbulence. The aircraft dropped altitude suddenly. I was at the bulkhead Captain's side collecting trash and lifted off the ground several feet. As soon as I came back down I grabbed hold of the fixed arm rests (ones with tray tables inside) and leaned forward; nose to nose with the Passenger in seat 2C. The Passenger reached forward to help stabilize me. I told her I was ok but I was going to just hang out this way for another couple seconds if she mind. I then saw the "A" Flight Attendant drop everything and run to the back of the aircraft. I tried to lean out and see what was going on but my view was mostly blocked. I could see someone [injured] on the floor. I assumed it was a Flight Attendant. I thought she sat on the floor and he went to make sure she was ok. I sat in the empty seat for a min until it felt safe to stand. I then looked down the aisle and saw [the "A" Flight Attendant] on the phone and the Flight Attendant still on the floor. I picked up the receiver and heard him say she hurt her ankle and couldn't stand. I then made a PA to let the Passengers know I would come through to collect trash but that we needed them to remain seated for the duration of the flight. I also gave them an update that a Flight Attendant twisted her ankle but would be ok (they had seen [the "A" Flight Attendant] run and were concerned). I made it to the back without issue but then we encountered more turbulence. [The "A" Flight Attendant] was tending to [the "D" Flight Attendant] (injured ankle) and I helped the "B" Flight Attendant quickly finish cleaning and securing the back galley. [The "A" Flight Attendant] told me to land in the back jumpseat. He went upfront. We landed and I remained in the back to fill in for [the "D" Flight Attendant]. After the medical team left [the "B" Flight Attendant] followed to be examined so I remained in back during deplaning.

Once the plane was empty and we had a few min to reflect I ended up with a stress/adrenaline-induced migraine. One of the EMT/responders was still around so they administered my personal rescue medication I had with me.

Southwest Airlines Co.
Tahereh Behbehani
Senior Safety Investigator
Safety & Security



'D' Flight Attendant

When the descent 10,000 chime rang the "B" Flight Attendant began her Final Descent PA. It was smooth so I rose out of my jumpseat to begin picking up trash. As I rose out of the jumpseat the plane hit Clear-Air Turbulence. I was thrown into the air and hit my head off the corner of bathroom wall or the jumpseat not sure which. Then slammed to the floor and bounced the back of my head off the floor. When people tried to help me up I noticed my ankle was in a great deal of pain, swollen, and looked misshapen. The "A" Flight Attendant helped me off the floor and to the last row of seats where I stayed for landing. Paramedics came on at the gate and transported me to the hospital.

Thank you,

Tahereh Behbehani
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