

CA IOR

After pulling up to the gate I turned off the fasten seatbelt sign. I heard the door open and it sounded a little louder than usual but not anything that made me question anything. A few minutes later I looked out the Captain's side window to see the tapers waving me down. When I got up and opened the flight deck door I looked down and saw the forward FA laying on the ground with her eyes closed. We called ops and had them call 911 and after a few minutes the fire department showed up and started taking care of her. After about 30 minutes they put her into the ambulance. None of the rest of the crew saw how she fell or when she fell. The ramp manager told myself and the FO that she fell down the stairs when the door opened and got back in the plane and then after the jetway was pulled up she fell a second time. The manager was in the process of getting the video of the gate to verify that is actually what had happened.

FO IOR

After parking at gate 54A at LAX, I heard a loud sound outside the airplane, similar to the sound of the forward baggage compartment being shut. After finishing the shut down checklist I opened the flight deck door. There was some commotion and an agent quickly told me that our flight attendant had fallen out of the main cabin door and onto the ramp. I saw Kim laying on the ground with ramp workers rushing to assist her. The captain and I returned to the flight deck where he called company operations over the radio. They were already in the process of calling 911. They asked us who had fallen and her approximate age. The captain then called our dispatcher to find inform the company and Kim's supervisor. I called Michelle over the interphone, as she hadn't seen what had happened. The jet bridge was pulled back from the plane, paramedics arrived, and began treatment. After Kim was put in the ambulance, the bridge was pulled back up and the passengers were deplaned.