

Powell, Mark

From: Skylar West <S [REDACTED]>
Sent: Thursday, March 18, 2021 9:37 AM
To: Powell, Mark
Cc: Bill Race
Subject: Handrail Statement

On Tuesday, March 16, my crew consisted of myself, Gary Schofield, and Losi Pulu. Nearing departure time we were still loading the remaining valet bags and bags that had been rerouted from a previous flight. I heard the bell ring on the jet bridge indicating that it was pulling back from the aircraft, however, we were still loading bags so I didn't pay anymore attention to it. Normally, CRJ aircraft crew will not close the door until all passenger and bag count numbers have been submitted, and the handrails raised and the pins inserted. Since we were still loading, I assumed the door would not close. It was only a few minutes until we were done loading and I submitted the bag numbers. At some point I did notice the door already closed, but I didn't think anything of it. I assumed someone else had raised the handrails. I did not actually see anyone go to the door or the door close. At this point I got on the pushback tractor and pushed them off the gate. It wasn't until later that day when I was approached by Mark telling what had happened. We did pull up the camera footage of the final minutes of that flight in SLC. What we saw was us still loading bags, and when the jet bridge pulled back only two feet or so, the door started to close immediately, almost hitting the underneath side of the jet bridge. The door quickly lowered again, and as soon as there was clearance to close the door, it did fully shut. We were never even given an opportunity to raise the handrails.

Skylar West - [REDACTED]

G2 Trainer - working flight 3222 SLC LAX 3/16/2021

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LOSMARIE Pull.

03/18/2001

FLIGHT ³²²²~~3228~~ I WAS IN THE BIN. WHEN I WAS
DONE. JUS GOT OUT MOVED THE BELT LOADER.
DIDN'T KNOW A FLIGHT ATTENDANT RAISED
THE HAND RAILS ON THE CRJ. THIS ALL HAPPENED
TUESDAY MARCH 16th

G2 Team Member -

GARY. SCHOFIELD

3/16/21

I DIDEN KNOW ANYTHING
ABOUT IT OR SEE ANYTHING

On 3/16/21

Flight

3222

~~3224~~

G2 Team member



Julie Love

From: Desai, Deesha [REDACTED] >
Sent: Tuesday, March 16, 2021 7:17 PM
To: Minick, Brian
Subject: Fwd: Flt 3222

Deesha Desai
Vice President LAX Hub and Western Region
[REDACTED]
Envoy

From: Urquidi, Anita [REDACTED]
Sent: Tuesday, March 16, 2021 6:03:59 PM
To: Desai, Deesha [REDACTED]
Subject: FW: Flt 3222

From: Curtis, Andrew
Sent: Tuesday, March 16, 2021 5:52 PM
To: de Castro e Souza, Alexandre [REDACTED] Urquidi, Anita [REDACTED]
Subject: Flt 3222

Good afternoon,

Below is my statement for inbound flt 3222 from SLC.

Before I met the flight I did my walk-around and afterwards, as I was getting into position to move the jetbridge, I could see out the windows of the jetbridge that the flight attendant was walking up the stairs and the handrails were down. So it appeared that the flight attendant had lowered them before the ramp like some FAs do. I waited and from what I could see she had returned to the cabin. There was no indication anything had happened and the ramp was continuing their duties as normal. I moved the jetbridge up to meet the aircraft and then turned around to get the adapter.

As I was pushing the adapter to the aircraft a couple of ramp crew told me that someone had fallen and to call 911. I was confused as to when someone could have fallen and they said it had just happened as I had turned around to get the adapter. I went down on the ramp to see what was going on and the flight attendant was lying on her back on the ramp and one ramp agent was holding her head stable but she was conscious. While the crew chief attempted to reach operations and told the crew to contact ops, I called the number for airport police and was not able to get through so I called 911 who transferred me and I told them the location and they let me know someone was on their way for it.

After the paramedics and MODs arrived, I moved the jetbridge away so they could assist the FA. I pulled it away and waited until the paramedics were finished and let us know that we could attach the jetbridge to begin deplaning.

Please let me know if you need any further information.

Andrew Curtis

I WAS WORKING INBOUND FLIGHT 3222, I HAPPENED TO WALK PAST THE CABIN DOOR WHEN I SEEN IT OPENING, THE FLIGHT ATTENANT HAPPEN TO BE FALLING OUT OF THE A/C, SHE FELL TO THE GROUND. I RAN TOWARDS HER TO SEE IF SHE WAS OK, SHE TOLD ME SHE WAS FINE, AND THAT SHE ACCIDENTALLY FELL. SHE THEN WALKED BACK UP TO THE A/C. I WALKED BACK TO THE APT OF THE A/C TO OFF LOAD AND I TURNED BACK TOWARDS THE A/C DOOR, I SEEN THE FLIGHT ATTENDANT LAYING ON THE GROUND AGAIN. ME AND RENE APPROACHED HER AND TOLD HER NOT TO MOVE, LAY STILL HELP IS ON THE WAY.

JUAN DIAZ

Emp. # [REDACTED]

3/16/2021

Julie Love

From: Desai, Deesha <[REDACTED]>
Sent: Tuesday, March 16, 2021 7:17 PM
To: Minick, Brian
Subject: Fwd: Fly attendant incident

Deesha Desai
Vice President LAX Hub and Western Region
[REDACTED] Mobile
Envoy

From: Ortiz, Rene [REDACTED]
Sent: Tuesday, March 16, 2021 4:52:19 PM
To: Desai, Deesha <[REDACTED]> Tanigaki, Erika [REDACTED]
Subject: Fly attendant incident

Desai and Erika in regards on what happen this afternoon around 1330 I heard a bang I turn around I saw the flight attendant on the ground Juan and my self approach her she got up and said she was ok i did not see how she felt second time she was already on the ground and I assisted her by holding her head until paramedics arrive I didn't see how she felt both times but she was gone for maybe 5 minutes or more not responsive I ask her for her name and if she new where she was she couldn't talk That's all I saw I hope this helps and I'm hopes she's ok
Sincerely Rene Ortiz

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