

June 27, 2022

Mike Hauf
Senior Aviation Accident Investigator
National Transportation Safety Board

RE: Southwest Airlines Flight 2046 Flight Crew Statements

Mike,

As requested, please find below the statements from the Flight Crew of Southwest Airlines Flight 2046 on May 21, 2022.

Captain

Approximately top of descent, the Flight Attendants notified the flight deck that a female Passenger had fallen while getting out of the forward lavatory and sprained her ankle. They also shared that she could not get up. We started our descent. The Flight Attendants called back soon after to say that she had definitely broken her ankle. There was a nurse attending to her and she would have to remain on the floor of the forward galley. Up front, we attempted to call Bellingham Operations to request EMS but they were unreachable throughout our descent and landing.

I sent an ACARS message to Dispatch informing them of the situation and to have EMS meet our flight. We also relayed our EMS request through Seattle Center. We did not contact StatMD due to our task loading during the descent (including avoiding weather, heads down in ACARS, talking with Flight Attendants, and the First Officer being on his second trip off IOE).

Upon landing, EMS was present. We asked the Passengers to remain seated while EMS helped the injured passenger. She had a very obviously broken right ankle.

One of the Flight Attendants was alert to remind us that the R1 door slide needed to be disarmed. The injured Passenger's position on the floor prevented disarming the slide until she was moved by EMS.

The injured Passenger was 39 years old and female. Bellingham Operations retrieved her bag for transport with the EMS to ST Joseph Medical Center in Bellingham.

First Officer

While flying to Bellingham, just prior to our descent into the airport, the Flight Attendants called the Captain and notified him that a passenger had hurt their ankle while exiting the lavatory. The Captain transferred the radios to me and began coordinating with the Flight Attendants and

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Dispatch. I continued flying the aircraft and we notified ATC of our circumstance. We were the only aircraft inbound to the airport at that time and continued to Bellingham as we had already begun our descent. It was then communicated to the Captain that the injury was serious and we notified ATC that emergency personnel were needed upon our arrival. We attempted to contact Bellingham Operations multiple times throughout our descent but were unable to establish a clear connection with them. The passenger was unable to return to their seat so remained in the galley area for the descent and landing. Once the Captain was done with his tasks, he opted to assume the Pilot Flying role as I was on my second trip after completing IOE.

Upon arriving at the gate, prior to deplaning passengers, the EMS met the aircraft, boarded, provided aid, and egressed the passenger. We were informed by a Flight Attendant that the forward galley door had not been disarmed because of the passenger's location.

Thank you,

Sara Gons
Senior Safety Investigator
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