
July 14, 2022

Michael Hauf
Senior Aviation Accident Investigator
National Transportation Safety Board

RE: Southwest Airlines Flight 2029 Crew Statements

Michael,

Per your request, please find below the statements from the crew involved in the aircraft accident due to a Flight Attendant sustaining a serious injury on July 1, 2022.

Captain

Normal approach with firm landing on runway 20R at KSNA. After clearing the runway, the A Flight Attendant called us over the interphone and told us that the B Flight Attendant hurt her back on the landing. I called KSNA operations and requested EMTs to meet our aircraft at the gate. The paramedics took her off the aircraft and attended to her. She was unable to fly the next flight. I subsequently contacted dispatch and spoke with the dispatcher, the SOD, as well as the NOC chief pilot. No further action.

First Officer

I was flying a normal flaps 40 visual approach to runway 20R into KSNA. I was aiming for the touchdown zone due to the short runway at KSNA and trying to fly the aircraft onto the runway with minimal floating. It ended up being a firm landing. A couple minutes after clearing the runway, the A Flight Attendant informing us that the B Flight Attendant in the back stated that her back was injured on landing and required medical assistance contacted us. The Captain had paramedics meet the aircraft at our gate. The injured Flight Attendant was taken off the aircraft and attended to by paramedics. She was unable to work her subsequent flights. The Captain contacted dispatch, the SOD, as well as the NOC Chief Pilot. It was determined that there was no need for a hard landing inspection because no overhead bins popped open, nor did any oxygen masks drop. As far as I know, the B Flight Attendant was the only person injured upon landing. All other PAX and Flight Attendants walked off the plane uninjured.

'A' Flight Attendant

Bad landing coming into SNA. B called me from back crying and saying she was injured. I called pilots to request medical personnel to meet the aircraft. B FA was taken off aircraft in wheelchair.

'B' Flight Attendant (Injured)

As we approached Orange County (SNA) airport the pilots rang the cabin with one high-low chime indicating the start of sterile flight deck (10,000 ft) letting us know it's time to make PA, clean up, secure galley, and secure cabin for landing. I was position B. I made my Final Approach PA - then proceeded to retrieve garbage bag and collect items from PAX. After cabin was secured, I checked bins to make sure locks were turned to the secure position. Checked LAV. Then sat down on jumpseat and secured seatbelt harness. Got into the brace position, and conducted my 30- second review.

Winds were not too crazy, but it felt like plane was struggling to stay afloat. That is the only way I can describe it. I looked to my left out the aft galley door window and thought, "WOW - those skyscrapers are so close I could reach out and touch them, lol!" I turned back into brace position for landing.

I was anticipating the weightlessness we feel right before landing - but it did not come. Just as I thought to myself, "Something is weird" - the plane hit the ground with such FORCE I thought the plane had crashed. It felt like it just dropped straight down. The only way to describe it - is being seat belted into a small vehicle that was just thrown off a 150-foot overpass going 100 miles per hr landing straight down on all tires without flipping. The metal sounds that came from that landing were scary and felt very abnormal. Never ever have I experienced anything like that before.

I immediately felt pain in my back, neck and could not move. I could not at that moment reach up to grab phone to call crew to let them know I was hurt (due to SEVERE back spasms) I could not feel my legs. The A Flight Attendant made her arrival PA. After she completed PA - in excruciating pain I tried reaching for phone again. I let crew know I was injured. I had to let go of phone due to pain. At that point, I was in tears. I then heard the Captain come on PA and announce we did not have a gate yet.

The C Flight Attendant came back to assess my injuries. I let him know I could not move. I told him I thought we had crashed. I could not feel my legs. He said, "I thought we did too!" He then called crew to let them know I was injured and needed medical and could not move. He advised the A Flight Attendant that I could not move to disarm doors. He would disarm doors and cross check.

After the main cabin door was opened, the A Flight Attendant asked if medics could wait until everyone deplaned. Fire department said no problem but we need to send one back to look at her. Fire fighter came back. After assessment, they tried to put me on a chair located in aft galley wheelchair compartment. Was very hard because I could not move. Fire fighter was going to take me out service door but decided it was going to be too complicated.

They finally got me on a chair and strapped me in. I could not cross my arms. It was hard getting me down the aisle and up jetbridge due to pain. Finally reached terminal near gate. Totally packed gate. Medics were waiting with transport bed. As they pulled me over to bed, the Captain walked up and said, "I'll follow up" then walked away. Fire fighters took me to a waiting ambulance outside. I was taken to Hoag Hospital Irvine and given a CT scan, which determined I had a compression fracture in my T3 vertebrae. Spine specialist on call wanted me admitted to Hoag Hospital Newport Beach. I was transported sometime between midnight and 3 am.

Southwest Airlines Co.
Erin Carroll
Senior Manager Safety Investigations
Safety and Security



[REDACTED]
[REDACTED]
[REDACTED]
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'C' Flight Attendant

Landing into SNA, we hit the ground so hard that the bulkhead in front of the jump seat bounced off the fuselage shaking. The passengers in front were worried, B flight attendant called the A to let her know she was injured and could not move. We were waiting for a gate so I went to the back because it is a medical emergency at this point. I went back and saw her crying and she told me she could not feel her leg and right hand and the pain in her back was so much that moving even a little made the pain unbearable. I called forward letting the A know we would need medical assistance when we got to the gate. I left B in the jump seat, after arriving at the gate; I was able to disarm the doors with her still in the jumpseat. Passengers started to deplane; the EMT made it back and started the evaluation. He wanted to get a chair to wheel the B off so I got the wheelchair and we moved her onto it I used the medical blankets to help stabilize her back. She was taken off the plane and deplaned safely.

Thank you,

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