

DCA23FA417

CABIN CREW STATEMENTS

September 6, 2023

Analyst Report # 451460

Basic

Number 451460	Submission # 458425	Document Links
Report Submission Source		
☐ Web Application		
☒ Mobile Application		

Report Information

☐ Deidentified		
☐ ASAP/GSAP	Created By Jennifer Johnson	Created Date Aug 21, 2023 1:55 PM
☒ Event or Hazard		
Date and Time of Hazard Aug 20, 2023 11:15 PM	Time Zone Pacific	
Location of Event/Hazard SNA	Job Title Flight Attendant	Location AS
Event Narrative There were high winds flying into SNA last night due to the effects of Hurricane Hilary. When we landed in SNA, the left landing gear collapsed. As the A flight attendant I did not initially notice anything was wrong, then the D flight attendant and myself realized that the plane felt to be leaning to the left. The oxygen masks above the aft left jump seats came out during landing. The pilots called and told us about the landing gear and that emergency vehicles would meet our plane. The pilot made an announcement to the passengers informing them of the situation. I turned on the lights and the flight attendants made sure everyone was ok, I stayed by the forward doors to ensure no one opened them. One flight attendant also remained near the aft doors at all times. We kept the doors armed until it was safe to deplane through air stairs through the R1 door. Then when the pilots said it was safe, we disarmed all doors and firefighters met the plane to help passengers down the stairs into the shuttles. It was raining and very slippery out. All passengers and crew deplaned safely. No passenger injuries were reported to us at the time.		
Recommendations I feel the crew handled the situation very well. We all remained calm and that helped the passengers remain calm. I would like to know why Alaska chose not to cancel the flight considering the weather conditions in Southern California that evening.		
Document/Pictures		
Report Type Inflight : Other Event		

Flight Information

Associated with Flight?					
☒ Yes					
☐ No					
Flight Date Aug 20, 2023	Flight Number 1288	Tail (eg N440AS) N516AS	Origin Station SEA	Destination Station SNA	A irli ne AS
Make		Fleet			

[Modify Flight Information](#)**Affected Crew Members Subform**

Employee ID	Crew Member	Position	Affected?
-------------	-------------	----------	-----------

██████	Steven Hackworth	CA	☒
██████	Jack Huang	FO	☒

Inflight Other Event Information

Cabin Event	Security Event	Turbulence Event	Unaccompanied Minor
☐	☐	☐	☐

Other Event Information Comments

Inflight Operation Impact?

Event Information

Link to Existing Irregularity Event

Create New Event Ctrl+Shift+E

Event # 332659 (Initiate Event)

Suggested Similar Events

Event							A S rr u m SN/m ary L an din g ge ar col lap se on LH sid e on lan din g in SN A ca usi ng a/c to tilt. B FA 's ox yg en ma sk dr op pe d
Event # 332659 (Initiate Event)							
Date	Type	Flt #	Tail #	Dep			
Aug 20, 2023	Inflight : Other Event	1288	N516AS	SEA			

from
m
ceiling
lin
g.
FA
did
wa
ter
wa
lk
for
gu
est
s
wh
ile
wa
itin
g
for
sta
irs
to
de
pla
ne
pa
x
and
bu
s
the
m
to
ter
mi
nal
.
Cr
ew
de
brie
fe
d
on
cre
w
bu
s
rid
e
aft
er
de
pla
nin
g.
Pil
ots
ch
ec
ke
d
on
FA
s
we
ll
bei
ng;
no
gu
est
or
cre
w
re
po
rts
of
inj
uri
es.

[Link](#)

Messages

Mail Activity

Send Mail To

[Send Mail](#)

Access Control

Additional Document Security

Managers	Editors	Readers
	SR Analyst Inflight	SR Viewer Inflight
Last Edited by Amy Benner on Aug 21, 2023 3:06 PM		

Comments

Last Comment

Amy Benner [redacted] Aug 21, 2023 3:06 PM

All Comments



System: Aug 21, 2023 1:55 PM

System creating document for user: Jennifer Johnson (1049746)



Amy Benner [redacted] Aug 21, 2023 2:56 PM



Amy Benner [redacted] Aug 21, 2023 3:06 PM



Amy Benner [redacted] Aug 21, 2023 3:06 PM

Analyst Report # 451428

Basic

Number 451428	Submission # 458393	Document Links
Report Submission Source		
☐ Web Application		
☒ Mobile Application		

Report Information

☐ Deidentified		
☐ ASAP/GSAP	Created By Katherine Morales Ramirez	Created Date Aug 21, 2023 12:13 PM
☒ Event or Hazard		
Date and Time of Hazard Aug 20, 2023 11:15 PM	Time Zone Pacific	
Location of Event/Hazard SNA	Job Title Flight Attendant	Location AS
Event Narrative Approach was really bumpy due to the weather. Upon landing, we hit the ground really hard once. My oxygen mask fell and assumed all of them had fell due to the hard landing. I looked around and it was just mine that had fell. We were stalled on the runway for a bit when someone called to the back. I can't remember if it was the pilots or the A who called. At that time, I was informed that we were tilting to one side a lot and that our landing gear had collapsed. In the back of the aircraft, I could not feel or notice the tilt. We were informed we would have to wait for airport personal to bring stairs to the aircraft and bringing passenger buses. As soon as they arrived, we disarmed our doors. During this time, the C stayed with the disarmed doors while I did a water walk from the back and the D did it from the front. As soon as all the passengers were off the aircraft, we walked through the cabin to make sure no passenger or necessary items were left behind. Once the aircraft search was complete, we exited the aircraft to look at the exterior of the plane. After, we boarded up the crew bus and talked about the incident. We talked about our different POVs of the landing and when we all started to realize something had occurred. After getting off the bus, the pilot asked if we were all okay with what had happened in the incident and if needed to talk. Pilots left for testing and FAs left to our cars.		
Recommendations I feel like flying into SNA during a tropical storm was not very smart since it's already difficult to land on a nice day. The runway is very short and makes landings even more complicated.		
Document/Pictures Image1.png		
Report Type Inflight : Other Event		

Flight Information

Associated with Flight?					
☒ Yes					
☐ No					
Flight Date Aug 20, 2023	Flight Number 1288	Tail (eg N440AS) N516AS	Origin Station SEA	Destination Station SNA	A iri ne AS
Make	Fleet				

[Modify Flight Information](#)

Affected Crew Members Subform

Employee ID	Crew Member	Position	Affected?
	Steven Hackworth	CA	☒
	Jack Huang	FO	☒

Inflight Other Event Information

Cabin Event

☐

Security Event

☐

Turbulence Event

☐

Unaccompanied Minor

☐

Other Event Information Comments
Most of the effects happened on the exterior of the aircraft. Passengers and crew were all safe on the interior of the aircraft.

Inflight Operation Impact?

Event Information

Link to Existing Irregularity Event

Create New Event

Ctrl+Shift+E

Event # 332659 (Initiate Event)

Suggested Similar Events

Event						
Event # 332659 (Initiate Event)						
Date	Type	Flt #	Tail #	Dep	A S	
Aug 20, 2023	Inflight : Other Event	1288	N516AS	SEA	rr u	m
					SN	m
					ary	
					Ha	
					rd	
					lan	
					din	
					g	
					on	
					arr	
					iva	
					l in	
					SN	
					A;	
					lan	
					din	
					g	
					ge	
					ar	
					col	
					lap	
					se	
					d	
					ca	
					usi	
					ng	
					a/c	
					to	
					tilt.	
					B	
					FA	
					's	
					ox	
					yg	
					en	

ma
sk
dr
op
pe
d
fro
m
cei
lin
g. FA
did
wa
ter
wa
lk
for
gu
est
s
wh
ile
wa
itin
g
for
sta
irs
to
de
pla
ne
pa
x
an
d
bu
s
the
m
to
ter
mi
nal
.
Cr
ew
de
brie
fe
d
on
cre
w
bu
s
rid
e
aft
er
de
pla
nin
g. Pil
ots
ch
ec
ke
d
on
FA
s
we
ll
bei
ng;
no
gu
est
or
cre
w
re

ports of injuries.

[Link](#)

Messages

Mail Activity

Send Mail To

[Send Mail](#)

Access Control

Additional Document Security

Managers	Editors SR Analyst Inflight	Readers SR Viewer Inflight
Last Edited by Amy Benner on Aug 21, 2023 12:38 PM		

Comments

Last Comment

Amy Benner [redacted] Aug 21, 2023 12:38 PM

All Comments

	System:	Aug 21, 2023 12:13 PM
System creating document for user: Katherine Morales Ramirez [redacted]		
	Amy Benner [redacted]	Aug 21, 2023 12:30 PM
	Amy Benner [redacted]	Aug 21, 2023 12:38 PM

Analyst Report # 451698

Basic

Number 451698	Submission # 458667	Document Links
Report Submission Source		
☐ Web Application		
☒ Mobile Application		

Report Information

☐ Deidentified		
☐ ASAP/GSAP	Created By Myra Bernal-Freyermuth	Created Date Aug 22, 2023 2:48 PM
☒ Event or Hazard		
Date and Time of Hazard Aug 20, 2023 11:15 PM	Time Zone Pacific	
Location of Event/Hazard SNA	Job Title Flight Attendant	Location AS
Event Narrative I was the C /fa on Flight 1288 20AUG We experienced a hard landing that caused a slight pull to the left and shortly after we came to a full stop. Captain Steve called us and let us know that our landing gear had failed upon landing and let us know that we would've met by emergency vehicles but there was no threat to us or to passengers. He would advise us of procedures to disembark since the aircraft could not be moved. We did not disarm doors at this time. Within a few minutes he called to let us know that air stairs would be brought to the aircraft to offload passengers. We were advised to disarm doors. The A made an announcement that air stairs were on their way and that shortly we would begin offloading from the right side of the aircraft. As passengers offloaded the slant on the aircraft became more apparent. It took awhile to offload passengers the only vehicle available was the employee lot bus which could accommodate 10-15 passengers. All passengers disembarked. We checked aircraft for any leftover items. I found one paperback. Captain was waiting for us in first class. Asked if we were ok or if we needed anything. Let us know that he initially thought we had popped a tire but he could see sparks out of his window and could see that the landing gear had failed. Asked if we had experienced a hard landing and confirmed that it was but not extremely hard in comparison to other landings that I had experienced in SNA. Based on the fact that hurricane Hillary was still in the area and it was still raining with some wind I expected a slightly rough landing. We were shuttled to the front of the SNA terminal since airport was now closed. We continued to discuss what was experienced in the back of the aircraft. Passengers were calm and followed instructions well. They were concerned about their checked luggage. They were advised to speak to a customer service agent		
Recommendations N/a		
Document/Pictures		
Report Type Inflight : Other Event		

Flight Information

Associated with Flight?					
☒ Yes					
☐ No					
Flight Date Aug 20, 2023	Flight Number 1288	Tail (eg N440AS) N516AS	Origin Station SEA	Destination Station SNA	A irli ne AS
Make	Fleet				

[Modify Flight Information](#)

Affected Crew Members Subform

Employee ID	Crew Member	Position	Affected?
-------------	-------------	----------	-----------

Inflight Other Event Information

Cabin Event	Security Event	Turbulence Event	Unaccompanied Minor
☐	☐	☐	☐

Other Event Information Comments

N/a

Inflight Operation Impact?

Event Information

Link to Existing Irregularity Event

Event # 332659 (Initiate Event)

Create New Event Ctrl+Shift+E

Suggested Similar Events

Event												
Event # 332659 (Initiate Event)												
<table><thead><tr><th>Date</th><th>Type</th><th>Flt #</th><th>Tail #</th><th>Dep</th><th>A S</th></tr></thead><tbody><tr><td>Aug 20, 2023</td><td>Inflight : Other Event</td><td>1288</td><td>N516AS</td><td>SEA</td><td>rr u m SNAn ary L an din g ge ar col lap se on LH sid e on lan din g in SN A ca usi ng a/c to tilt. B FA 's ox yg en ma sk dr op pe d fro</td></tr></tbody></table>	Date	Type	Flt #	Tail #	Dep	A S	Aug 20, 2023	Inflight : Other Event	1288	N516AS	SEA	rr u m SNAn ary L an din g ge ar col lap se on LH sid e on lan din g in SN A ca usi ng a/c to tilt. B FA 's ox yg en ma sk dr op pe d fro
Date	Type	Flt #	Tail #	Dep	A S							
Aug 20, 2023	Inflight : Other Event	1288	N516AS	SEA	rr u m SNAn ary L an din g ge ar col lap se on LH sid e on lan din g in SN A ca usi ng a/c to tilt. B FA 's ox yg en ma sk dr op pe d fro							

m
cei
lin
g.
FA
did
wa
ter
wa
lk
for
gu
est
s
wh
ile
wa
itin
g
for
sta
irs
to
de
pla
ne
pa
x
an
d
bu
s
the
m
to
ter
mi
nal
.
Cr
ew
de
bri
efe
d
on
cre
w
bu
s
rid
e
aft
er
de
pla
nin
g.
Pil
ots
ch
ec
ke
d
on
FA
s
we
ll
bei
ng;
no
gu
est
or
cre
w
re
po
rts
of
inj
uri
es.

[Link](#)

Messages

Mail Activity

Send Mail To

[Send Mail](#)

Access Control

Additional Document Security

Managers	Editors	Readers
	SR Analyst Inflight	SR Viewer Inflight
Last Edited by Amy Benner on Aug 22, 2023 5:33 PM		

Comments

Last Comment

Amy Benner  Aug 22, 2023 5:33 PM

All Comments



System: Aug 22, 2023 2:48 PM

System creating document for user: Myra Bernal-Freyermuth 



Amy Benner  Aug 22, 2023 5:33 PM



Amy Benner  Aug 22, 2023 5:33 PM

Analyst Report # 451457

Basic

Number	Submission #	Document Links
451457	458421	
Report Submission Source		
☒ Web Application		
☐ Mobile Application		

Report Information

☐ Deidentified		
☐ ASAP/GSAP	Created By	Created Date
☒ Event or Hazard	Ashley Sellingsloh	Aug 21, 2023 1:47 PM
Date and Time of Hazard	Time Zone	
Aug 20, 2023 11:15 PM	Pacific	
Location of Event/Hazard	Job Title	Location
SNA	Flight Attendant	AS

Event Narrative

Pilots had flight attendants prepare cabin and be seated early because of weather in SNA and had made an announcement informing passengers of the same information. Flight attendants prepared cabin and did final compliance and were seated until landing. When we touched down in SNA the landing was a firm SNA landing, but as I was seated in the fwd jumpseat inboard I noticed the aircraft feel like it was pulling/sliding towards the aircraft left side. When we turned off the runway and the aircraft had come to a complete stop I looked down the aisle and could see that the aircraft was leaning pretty substantially towards the aircraft left side. The pilots called and alerted the flight attendants that the landing gear on the aircraft left side had collapsed. The captain then came out of the flight deck to make an announcement to the passengers to inform them of what was happening. Doors remained armed until Air-stairs were brought to the aircraft and the pilots told us to disarm doors. As we were waiting for emergency personnel and the shuttles to arrive myself and the B flight attendant walked through the cabin talking to passengers and providing water and making sure everyone was okay. Everyone seemed to be in good spirits and no injuries were reported to myself. The R1 door was opened and emergency personnel boarded the aircraft to help coordinate taking passengers off the aircraft and to check if there were any injuries. Nobody reported any injuries that I am aware of. Passengers were then deplaning in groups as shuttles were arriving once all passengers had been deplaned all crew walked through the cabin to ensure all passengers were off the aircraft and no bags were left behind and to ensure all doors were disarmed before leaving the aircraft. Also note the oxygen masks above the aft jumpseat left outboard had fallen down, but no other oxygen masks had fallen. Once all checks were complete the crew deplaned and took pictures of the aircraft damage and were then shuttled back to the SNA airport.

Recommendations

Document/Pictures

IMG_9447.jpeg

IMG_9448.jpeg

IMG_9450.jpeg

IMG_9451.jpeg

IMG_9453.jpeg

IMG_9455.jpeg

IMG_9456.jpeg

IMG_9457.jpeg

IMG_9458.jpeg

IMG_9459.jpeg

Report Type

Inflight : Other Event

Flight Information

Associated with Flight?

☒ Yes

☐ No

Flight Date
Aug 20, 2023

Flight Number
1288

Tail (eg N440AS)
N516AS

Origin Station
SEA

Destination Station
SNA

A A
ct iri
ua ne
l
Ar AS
riv
al
St
ati
on

SNA

Make
BOEING

Fleet
737-800

[Modify Flight Information](#)

Affected Crew Members Subform

Employee ID	Crew Member	Position	Affected?
██████	Steven Hackworth	CA	☒
██████	Jack Huang	FO	☒

Inflight Other Event Information

Cabin Event ☒ Security Event ☐ Turbulence Event ☐ Unaccompanied Minor ☐

Other Event Information Comments

Inflight Operation Impact?

Event Information

Link to Existing Irregularity Event

Event # 332659 (Initiate Event)

[Create New Event](#) Ctrl+Shift+E

Suggested Similar Events

Event

Event # 332659 (Initiate Event)

Date	Type	Flt #	Tail #	Dep	A S
Aug 20, 2023	Inflight : Other Event	1288	N516AS	SEA	rr u m SNA ary L an din g

ge
ar
col
lap
se
on
LH
sid
e
on
lan
din
g
in
SN
A
ca
usi
ng
a/c
to
tilt.
B
FA
's
ox
yg
en
ma
sk
dr
op
pe
d
fro
m
cei
lin
g.
FA
did
wa
ter
wa
lk
for
gu
est
s
wh
ile
wa
itin
g
for
sta
irs
to
de
pla
ne
pa
x
an
d
bu
s
the
m
to
ter
mi
nal
.
Cr
ew
de
bri
efe
d
on
cre
w
bu
s

nd
e
aft
er
de
pla
nin
g.
Pil
ots
ch
ec
ke
d
on
FA
s
we
ll
bei
ng;
no
gu
est
or
cre
w
re
po
rts
of
inj
uri
es.

Link

Messages

Mail Activity

Send Mail To

Send Mail

Access Control

Additional Document Security

Managers	Editors SR Analyst Inflight	Readers SR Viewer Inflight
----------	--------------------------------	-------------------------------

Last Edited by Amy Benner on Aug 21, 2023 3:04 PM

Comments

Last Comment

Amy Benner

Aug 21, 2023 3:04 PM

All Comments



Ashley Sellingsloh

Aug 21, 2023 1:47 PM

Amy Benner

Aug 21, 2023 3:04 PM



Hello Inflight and Safety Leadership Teams,

Please see the below update on Boeing Flight 1288 SEA-SNA that experience a collapsed landing gear upon landing in SNA. We conducted a debrief with the inflight crew on 8/21/23, and below you will find the preliminary information we gathered. Please note that this event is an official NTSB ongoing investigation.

Event Details:

- Flight Number/Routing: 1288 SEA-SNA
- Flight Date: August 21st, 2023
- Aircraft #: 516AS
- Aircraft Type: Boeing 737-800

Flight Attendant (FA) Facts:

LA based Crew

- A FA/ Jennifer Johnson 12 years
- B FA/Katherine Morales Ramirez ~1 year
- C FA/ Myra Bernal-Freyermuth 24.5 years
- D FA/ Ashley Sellingsloh 13.5 years

Summary:

The inflight crew reported a normal flight leading up to the landing event, although they did state they were surprised they were cleared to land in SNA due to the storm in the area. All Flight Attendants agreed that they were expecting a firm, fast landing due to normal SNA landing conditions caused by the shorter runway.

The Pilots asked the crew to be seated early due to weather in SNA, and informed the passengers via announcement that the crew would be seated early. The crew completed final compliance checks and sat down in their jump seats for landing. On descent, the C FA, said the decent felt much longer than normal and she thought the flight might have been rerouted to a different aircraft due to the weather. No major turbulences were reported during descent.

The crew described the landing as “one hard thud”, “extremely hard”, and “pretty tough”. The C FA described her whole body shifted right in the jumpseat on landing, and that the oxygen masks over the Aft L jumpseat fell out. The A FA proceeded with landing announcements, still not aware of the landing gear collapse. Once the AC came to a stop shortly after, the D FA had a direct view down the aisle and could see the AC was tilted left. It was then that the pilot called back to inform the crew that the landing gear had collapsed on landing and to expect emergency vehicles to meet the aircraft. It was also stated not to expect an emergency evacuation. Until this moment, FAs were unaware of what had happened. After informing the FAs, the pilot exited the Flight Deck to make an announcement to the cabin from the interphone. It was reported that the F/D door remained open from that time on.

Once the seat belt sign was turned off, FAs turned lights to bright, but kept all doors armed until the arrival of the emergency vehicles that the pilots informed would be coming. 1 FA FWD and 1 FA AFT remained in place by doors while the other two Flight Attendants conducted a cabin check and water walk. Once the emergency vehicles arrived, and coordination with the Captain occurred to disarm doors. The pilots communicated details about deplaning with crew, and then communicated to passengers. The

initial plan was to use the L1 door for deplaning, but when airstairs were brought to that side of the aircraft, it was decided L1 was not a usable exit due to the tilt of the aircraft. The stairs were then moved to R1 for deplaning. Firefighters were on scene and helped with door opening procedure. When the emergency crews outside were ready for the R1 door to be opened, the First Officer communicated to the A FA to proceed with door opening. The A FA reported opening the door by herself as the assisting firefighter wasn't familiar with the door opening process. The Firefighters directed how many passengers at a time would be deplaning using airstairs, which ended up being about 10-15 passengers at a time.

Of note, the R1 door was unable to fully open, gust lock was unable to fully engage, and it was reported that a Firefighter stood against the door for the entirety of the deplaning process to ensure safety. Deplaning process was reported to be very calm and controlled. Employee busses were used to transport passengers back to the front of the terminal. Once deplaning was complete, Crew cleared cabin before deplaning themselves.

Additional Info:

- The crew all reported great CRM throughout the entire event from Pilots and Flight Attendants.
- Passengers seated aircraft left reported seeing sparks on landing.
- Crew checked with passengers who were listed to need wheelchair assistance of how to best assist in deplaning using the airstairs.
- Crew felt emergency crews arrived in a timely manner.
- There were 106 passengers, 2 babies, and 6 crew members onboard.

Immediate Actions:

- Crew flying schedules have been cleared for 7 days per CBA
- Coordinating with NTSB to assist with the investigation