

Captain statement
Pilot Monitoring
United Airlines Flight 1288 BWI-IAH
June 1, 2023

On June 1, 2023, I arrived at the aircraft for UA 1288 on time and briefed the crew. The WSI weather briefing and dispatch provided flight papers were normal, with no turbulence concerns or convective weather issues noted. I briefed the flight attendants that the ride was expected to be good, and normal inflight service could be expected. No mechanical issues with the aircraft were noted, and we planned an early arrival into IAH. After briefing the flight attendants, I reviewed the flight papers with the First Officer, and nothing in the pre-flight planning appeared unusual. A "normal" flight was planned.

Enroute, we did notice some weather building up along our route along the Kentucky-Tennessee border. We evaluated this and planned a better route south of the weather. After consulting with our dispatcher, we received a new routing, which was south of the building storms. This appeared to mitigate the possibility of any threat of weather or turbulence enroute, and the seatbelt sign was off during most of the flight with smooth rides experienced enroute.

Approaching the Houston terminal area, we briefed the descent and anticipated approach to IAH, using a standard briefing. We reviewed the WSI weather enroute and before descent. During the flight, the WSI app updated properly, and no PIREPS, SIGMETs, or other warnings were issued for the area approaching IAH. We received no Dispatch updates concerning turbulence into IAH, and no updates regarding the weather were received from ATC as we approached IAH. After starting the descent, I turned the seatbelt sign on at 18,000 feet and advised the passengers via the PA system to remain seated for the rest of the flight.

As we continued to descend, no information concerning turbulence was received from any source, including TAPS reports, PIREPS, ATC, Dispatch, WSI FPGS or SIGMETs. Even the aircraft radar was "clear" as we approached a cloud layer at 13,000 feet. Entering the clouds, we encountered brief moderate turbulence for several seconds. I expected light turbulence and was surprised by the moderate intensity. After a few seconds, I did make a PA for the Flight Attendants to take their Jump seats. I did not use the phrase, "Flight Attendants be seated immediately," because the event was over before I could grab the PA to make that announcement. The turbulence appeared to be subsiding, and I thought the original PA to the flight attendants was appropriate.

Approaching 10,000 feet, I was about to make the PA announcement for the Flight Attendants to "check in," when the purser called me to report that during the turbulence encounter, 2 of the aft flight attendants were knocked to the floor and might have been injured. At that time, the purser requested I have an inflight supervisor meet us, as they might need medical attention. I immediately relayed this information to dispatch via ACARS. Passing through 10,000 feet, I rang the double chime, and heard the purser make a passenger announcement

that the flight attendants would remain seated for the rest of the flight and asked the passengers to stow all items and return their seats to the upright positions. After a few more minutes the purser called me again and said the injury to one of the Flight Attendants was more severe and may require paramedics to meet us at the gate.

All this information regarding the possible injury to the flight attendant was passed to dispatch, and after landing we called IAH operations on the radio to confirm medical help was on the way to our arrival gate. After parking the airplane, the paramedics boarded, and they treated the injured flight attendant. At that time, I also checked with all three of the flight attendants to debrief what happened. They replied that they were still in the aisle picking up trash when we encountered the turbulence.

First Officer statement
Pilot Flying
United Airlines Flight 1288 KBWI-KIAH
Date of Occurrence June 1, 2023

On June 1, 2023 I was the pilot flying on UAL Flight 1288 BWI - IAH. During our preflight planning the captain and I discussed the weather we might encounter along our route of flight as well as the weather in IAH. The forecast for IAH showed VFR conditions and no thunderstorms. Also looking at the WSI weather forecast along our route of flight and the weather forecast for the IAH area it looked as though we should have a smooth ride. The only chance for severe weather was going to be around TN. We mitigated the severe weather threat around TN by requesting and being granted, a reroute, subsequently proceeding direct to a fix further along our route of flight. We also advised dispatch accordingly. We had a smooth ride for the entire flight. Prior to descending into IAH we discussed how nice of a day it appeared to be down in IAH and how nothing was showing on the radar. Our route of flight looked smooth and there was only a scattered to broken cumulus layer we would have to descend through down low around 10,000 - 13,000 feet MSL. Nothing stood out from the ordinary.

We were cleared to descend via the GESNR1 arrival and had the seatbelt sign on and the autopilot on for our descent. We were in VFR conditions for our descent with a scattered cumulus layer below us around 10,000 - 13,000 feet MSL. No buildups were towering over us and the visibility above the scattered cumulus layer below us was good. We hadn't received any reports of turbulence and fully expected our descent to be normal. At this time, we had not yet given the final double bell signal to the flight attendants. Just as we entered the cumulus area around 13,000 feet MSL it became apparent we were going to go directly through one of the cumulus clouds and I mentioned to the captain we might encounter a bump. As we entered the cloud layer, we encountered turbulence. I would classify the turbulence as being moderate and it only lasted for a few seconds. The autopilot remained on during the entire turbulence encounter. When we encountered the turbulence, the airplane was slowing towards 250 knots from the arrival speed of 280 knots, as it was also descending on the arrival and complying with the speeds and altitudes loaded in the FMGC. The moderate turbulence caught me off guard because I did not anticipate encountering anything more than light chop or at the most, light turbulence going through that layer of clouds.

As we continued the downwind portion of the GESNR1 arrival for a landing on 8L we were told to descend and maintain 4,000 feet. Around 9,000-8,000 feet we were below the cumulus layer, and we had the airport in sight. As we were approaching 4,000 feet, we received a call from the cabin advising us one of the aft flight attendants had been injured during the turbulence. I continued to fly the airplane while the captain communicated with the flight attendants. We then were vectored off the arrival and cleared for a visual approach to 8L. The captain sent an ACARS message to dispatch requesting an in-flight supervisor as well as medical personal to meet the aircraft at the gate. We pulled into the gate and were met by the in-flight supervisor but had to make additional calls to operations and ramp control for the medical personal. From the time we were notified of the flight attendant being hurt to the time we were on the ground was only a few minutes. Contact with MedLink was not accomplished due to lack of time and the fact we were in the final approach/landing phase of our flight. After the aircraft was deplaned passengers, the captain and I went to the aft galley where the injured flight attendant was seated in her jumpseat and was being attended to by medical personal.