

Captain's Statement
UAL Flight 1759 IAH-CVG
September 6, 2023
Departure time 1747L
Position: Pilot Flying

I was the Captain and pilot flying on UAL flight 1759 from IAH-CVG. During the departure brief with the lead FA, I discussed the weather around the Dallas area and the need for the flight attendants to remain seated as we more than likely would deviate around that area on our way up to CVG. We also discussed turbulence mitigation procedures. During the pilot brief with the FO, we discussed threats from both of us not having flown together before, and the weather we would encounter while flying around the Dallas area. There were no other issues with the weather that we discussed or had known about other than that.

During the final stages of the climb and into the initial cruise portion of the flight, we were going around weather in the Dallas area. ATC gave us an off-route fix to fly direct to after we had requested right deviations around the weather (I can't remember which fix). We flew to that fix, and then direct to the arrival segment for CVG, which kept us out of the weather. Just to be safe, I commanded, "Flight attendants, take your jumpseats," PA announcement, so they would have at least 5 minutes to prepare for any unexpected turbulence. The whole flight around that area was mostly smooth. As we were going around that weather, the FAs called, asking if they could get up. I told them that we were still going around that weather and that it would be another 10 minutes. After we passed the weather, and it looked smooth with no other aircraft complaining of bad rides, I made the PA, "Flight Attendants, check-in." The lead FA called up and said everyone was good, and I told the FAs they were good to get up and resume

necessary duties. At this point in the flight, it appeared that we were beyond the adverse weather that we were aware of for that flight.

As we briefed for the arrival, there were no weather threats around CVG. There was a small area of light chop as we descended through 20k feet. The seatbelt sign was turned on by 25k feet. We descended toward the SARGO fix at about 11,000' and were waiting for our final descent clearance into CVG. There was one cloud that was in front of us. It was maybe a scattered layer if anything. That cloud did not look like it had anything that could be a danger to us or the airplane. We had the weather radar on, but it showed no returns. We both had the WSI APP selected on our iPads, and no weather or FPGs were displayed. My FO also was referencing the SkyPath APP, and nothing was showing on that either. ATC did not inform us of any weather along our route ahead, nor were any other aircraft complaining about adverse rides.. We did not discuss going left or right of that cloud because it did not look like anything of significance or appear to have convective activity.

As we passed through the single cloud, we encountered approximately 2 seconds of moderate turbulence. As soon as that happened, I contemplated doing the "Flight Attendants be seated immediately, be seated immediately" PA. However, no other clouds were in the visible area, and it was a smooth ride. ATC gave us a descent down to a lower altitude (I think 6 or 7,000 feet).

As we were about to go into a sterile cockpit environment, I got a call from the lead FA, and she said an FA was injured in the aft of the airplane. She had hit her head on the ceiling and then fell on her hip. They were looking for medical assistance from the passenger group, and had her stabilized on the jumpseat. As we passed 10,000 feet, I had the FO declare a medical emergency and told ATC we wanted to have medical personnel waiting for us at the gate. I did not call dispatch or

contact Medlink because getting on the ground and getting the FA help from there was more expeditious.

I called the lead FA and told her we would have medical personnel waiting for us and that we would be on the ground in approximately 8 minutes.

We landed without further issue and taxied to the gate. The medical personnel were waiting for us, and the EMT took her to the ambulance before the passengers disembarked.

No other FAs or passengers were injured. I do not know if any other passengers were standing at the time. During the debrief, the other FA (next to the injured FA) in the back noted that she was not thrown to the ceiling and that it was a little bumpy in the back, but nothing terrible.

We called ATC after the flight, and they noted that they observed nothing on their radar either, but they were taking planes away from that area. My FO took a screenshot of Skypath after; it showed two yellow dots of the area we went through, indicating light turbulence registered on the iPad.

First Officer Statement
UAL Flight 1759 IAH-CVG
September 6, 2023
Dept. IAH 0038Z/1938L
Position: Pilot Monitoring

I was the First Officer on United 1759 on September 6, 2023, from IAH to CVG and was acting as pilot monitoring. During our descent into CVG, we encountered turbulence that resulted in one of our flight attendants being injured and taken to the hospital for treatment.

We were at 11,000' near SARGO on the SARGO-3 arrival when we flew through what appeared to be just a lone cloud on an otherwise clear night. This cloud didn't raise any suspicion for either of us. We were in a 737 MAX-9, which has excellent radar, and we both had our radar on. I also had Skypath running for the flight, as there was weather enroute that we had worked our way around earlier.

After we encountered the turbulence, I overheard the FAs on the interphone (I had inadvertently left the interphone knob pressed from a prior call with them). There were assertive commands to stay down. I told the CA that he should listen to understand what was coming next. They called and explained that one of the FAs in the aft galley was hurt. While the CA was talking with them, ATC gave us a descent, so I turned the interphone off, took the clearance, and continued our descent as instructed. The CA hung up and summarized their conversation. He said I should call Ops and have paramedics meet us, which I did. Then he said we should declare a Medical Emergency. I declared a Medical Emergency with ATC due to unexpected turbulence causing an FA injury. ATC asked where, and I advised them it was near the SARGO fix at 11,000'. ATC stated that there wasn't anything on their radar. I concurred. We weren't "painting" anything either, but the cloud had moderate turbulence. It was over in two seconds, literally. They asked if they should have other aircraft cross one or two thousand feet higher, and I said no, go around it.

After we landed, the tower controller provided us with a phone number to call when able. An ambulance was waiting at the gate, and we taxied right in. We ran the parking checklist, and then CA called the tower controller on a cell phone speaker phone with me. The same questions were asked from the approach controller. The controller also said there was nothing on the radar. The paramedics assessed our FA, took her off the airplane, and brought her down to the ambulance. I went down to talk to the ambulance driver to find out how she was doing. He said they would have to take her to the hospital for X-rays. I took the opportunity to talk with the FA directly because I wanted to know how she was doing. I had been told by the other FA, later who was in the back with her, that she hit her head and landed on the floor. In my conversation with the injured FA, I was relieved that she appeared coherent and lucid. She went to move her small FA bag from her lap, winced, and then held her right hip. My conversation with her relieved me that her head was likely okay, but her hip was in question. The CA joined me while I was talking to the driver and then joined me in talking with the FA.

After they closed the ambulance and left, the CA and I went up to the jetway and met the other 3 FAs. Our conversation with them was very positive. The FA that was also in the aft galley said she “felt it coming on” and she used one hand to hold on to something. She didn’t get hurt at all. The two in the front galley did not get hurt either. The CA and I both apologized for the unexpected turbulence and that we weren’t painting anything on our radar nor were there any reports. One of the FAs that was up front said that he knew it wasn’t our fault. He even complimented us for keeping them seated earlier when we were working our way around some weather. They said the CA did a great job keeping them informed about when to get up and when to stay down. He used the commands and talked with them on the interphone. The weather we encountered, matched what we expected from our preflight planning; until we got to the SARGO intersection.