

Cabin Crew 1

During the preflight briefing between the captain and myself, it was acknowledged that there was a possibility of turbulence during the last hour of flight and to be in our jump-seats by then. I checked back with the flight deck at approximately 90 minutes prior to landing and was told that the turbulence had subsided and to proceed as normal.

A few minutes into initial descent, my forward galley FA and I prepared the galley and our assigned areas of first-class cabin for landing. We secured our galley and had just finished final safety checks of the cabin. Both of us were in the forward galley when the plane began to shake. It lasted a couple of seconds. We held onto the counter for stability. I didn't think much of it at the time, figured it would pass quickly. I was located in the forward galley in between the two first class aisles.

The plane went into an air pocket, and the turbulence unexpectedly became severe. The plane dropped, and both me and my partner went airborne. We landed on the ground of the plane and huddled together for safety. We sat through the turbulence until we heard the captain instruct over the PA to take jumps seats. We crawled to assigned jumpseats and secured ourselves. We then heard the captain give the check in announcement over the PA. Myself and my partner initiated and all call. I gathered that several of the FAs, particularly in the back galley at doors 4L/R, were seriously injured. I relayed this information back to the captain and gave him the go-ahead to call for EMS at the gate. Once the crew established that it was safe, we did a sweep of the cabin to check for passenger injuries. Landed as normal at 16:06. Two first class passengers (8G and 3G) had hit their heads on the ceiling, but didn't show signs of serious injury. They were encouraged to stay on board to be examined, but due to the prolonged process of medical intervention, ended up deplaning before being examined. One passenger in economy (I do not know where he was seated) was wheeled off with loss of feeling to his legs.

3 FAs assigned to the back galley were transported by ambulance to the hospital with broken bones, concussions, as well as internal bleeding. The other 5 went to the EWR medical clinic to be examined.

No one was at fault for the accident, as the turbulence clearly didn't present itself in the system.

Cabin Crew 2

I believe the flight was busy, but I don't remember any events occurring prior to this one. I did notice a customer that seemed out of it because when the seat belt sign came on, he didn't fasten his seat belt even though I asked him repeatedly during the flight during the times the sign turned on. I don't remember us having any significant turbulence prior to this event. A woman with a baby had complimented the crew and me, saying how nice we were, a little bit before this event. The captain made the announcement to prepare for landing shortly after we finished our final bar cart. I think I might have gone through with the trash cart, but my memory is fuzzy on that. I thought this was early, so I looked at my flt app. (Flt . Info .) it showed (as near as I recollect) 54 or 57 minutes left. The seat belt sign was turned on with the announcement. So, everyone stood up. Bathrooms, overheads walking around. So, I made an announcement in economy after all the official announcements had been completely ignored. I used 43 on the handset. I said that we were cleaning up early because we might get some turbulence closer to landing. I said return to your seats and buckle your seatbelts. I then proceeded to get gloves and a trash bag to do a compliance check and grab up any leftover

service items. Many people were not compliant, still going to the bathroom and especially about tray tables and computers. When I got to door three bulkhead, I saw the baby in the bassinet. I called for help to the door 3r fa who was collecting trash, and we disengaged the bassinet, and he took it to the back to stow.

I continued the compliance check, and I had remembered and noted that the man that seemed out of it had not buckled up he was in the middle the last section (I don't know what seat) when I had leaned towards him to make sure he heard me he lightly smelled of skunk (the drug). He had just looked at me in a dopey kind of look. So, when I got to door two, I told the flight attendants there that there was a customer in the back on the right side who refused to fasten his seat belt. I asked him twice and someone else would have to deal with him (i.e. Go back and ask him to buckle up. Fresh faces might cause compliance , yes , because anything is possible). I was heading to the back to sit. As I was walking from door two to door three there was no turbulence, no rumbling or any hint of unstable air. As I was exactly opposite door three in the aisle between bathroom wall and walls that contained the crew bunkers we hit the turbulence. I might have been looking at the bathroom door to see if it was locked but I am fuzzy on that. I was closer to the aisle but not next to the jump seat at all. I felt myself start to rise and tried to grab something, but there was nothing to grab. All I could do was feel my hand sliding up the wall with no way to stop. My head hit the ceiling and at that point I had no control over what happened to my body. I slammed down on the floor flat on my back, I believe flat on my back. I think I hit the floor going about twenty miles an hour. My body exploded in pain. That was all I could feel was a complete explosion of pain. I was conscious. I was not sure I could move. It was immediate (instantaneous) and catastrophic. So then when I could breathe, I rolled my body to the side into a semi fetal position. Then I pushed my body sliding on the carpet in a semi fetal position so I could get my head close to the aisle so I could be seen. Oddly, the way I hit the floor my head was closer to the right aisle. I started to cry "help " but my voice was weak. Then I realized I didn't want anyone to get out of their seat. So, I said stay seated, stay seated and I said ring your call bell, stay seated buckle up ring your call bell. Then FA 4 came to help me. I said for him to buckle up and call to find out exactly what the turbulence situation was. He did. We stayed where we were for a little while because turbulence came again. Then FA 4 assisted me into door three jump seats.

Then I knew I was not capable of evacuating in the unlikely event of an emergency (my pain level was way past eight on the pain scale). So, I called door two and had FA 9 come sit at door 3. I also said I needed EMS to meet the ac. Then I asked the customers in the exit row to pick up the evac cards and magazines off the floor because of the trip hazard. I think I was trying to focus on flight attendant stuff so I could disassociate from the incredible and overwhelming pain that was enveloping me. Then I used the back of the seats to hold onto to get to the back. Some people were cheering me along by reaching out their hands to show encouragement. When I got a few rows back I saw more exit cards and magazines in the aisle, so I told the customers to pick them up because I couldn't. I said they were a trip hazard. They complied. I got to the back and saw FA 5 & FA 6. They were catastrophically injured. We were landing so I said we had to cover doors and discovered none of us were fit to cover doors. But we were landing, and FA 5 was the most catastrophically injured. There was no time to figure anything out. I sat door 4 R Fa 6 sat door 4L. FA 5 could not move. He was in the center back jump seat. He had a severe bloody laceration on his face, and he couldn't move, his leg was a mess. FA 6 may have been in shock. The right (could have been left) side of his face looked like he'd been in a prize fight. Blood red bruised like raw meat. The whole side of his face. I was in so much pain I felt like my

back was broken. (Turns out it is.) We disarmed and did all call and then I sat down in my jump seat bent over in pain. Then after a while (they were doing triage). So many people were talking to me, but I was in so much pain I could barely talk. I was concentrating on not screaming in pain. So, then I was put in an aisle chair and transported to the hospital.

Cabin Crew 3

On UA1890 flight from LAX to EWR, February 10, 2024, I was assigned as aft galley flight attendant. The majority of the flight went as planned and nothing felt out of the ordinary. However, as my colleagues and I were preparing the cabin for landing, approximately 30 minutes before touchdown and just over New Jersey, the plane hit a pocket of unexpected turbulence. From what I recall, the time this happened was around 16:00–16:30. I heard no announcement from the pilots about taking our seats. All of the flight attendants were out of our jump seats picking up trash and securing the galley. What happened next is what I have been told because I blacked out. According to my fellow FA in the aft galley, we were thrown to the ceiling and when I came down, I hit my face on a beverage cart. I was thrown to the floor because I landed hard on my left leg which I later found out caused my left femur to completely shatter. I laid on the galley floor because I did not have strength to get up and I also later found out that I crushed several vertebrae in my spine.

As I lay on the galley floor, bloodied from my head injury, I asked my colleague what happened. I noticed that he had major bruising on his entire face. He was also bleeding from his head. We later found out that he had a brain bleed. We took photos of these injuries immediately after it happened. Since we were still on approach to land, he said I needed to be in my jump seat. I don't know how I was able to do it, but I managed to get to the nearest jump seat and buckle in, not knowing the extent of my injuries. After landing, all passengers were deplaned first. From what I understood at the time, one other flight attendant at mid galley was also severely injured. I later found out that she had broken her back. We were then moved off the plane and into the airport for medical attention.

We were transported to University Hospital in New Jersey, where I underwent surgery on my shattered femur two days later on February 12, 2024. Fortunately, my doctor's determined I did not need surgery on my spine, but I will endure months of recovery before my back and leg are fully healed. I spent a total of 18 days in the hospital for observation. The doctors discovered a blood clot in my lungs and were concerned about me going on a flight back home to L.A. so soon. I was subsequently released for rehab at Kesler in West Orange, New Jersey. I spent 3 days in rehab before I was fully okayed to fly back to California. Overall, I spent a total of 26 days in New Jersey. Fortunately, my fiancé was able to drop everything—home, work, etc.— to be by my side, flew to New Jersey the same night of the accident and attended to me during my entire stay in New Jersey.

We arrived back home on March 1, 2024. I have yet to see any specialists or doctors for a follow-up. I was supposed to make a 2-week follow-up appointment with my surgeon, but because he's in New Jersey that appointment never happened. It has been a month since my surgery, and I am still waiting to see a doctor. We are working with workers comp to assist me in this process, but it is slow. Since coming home, I have already had to go to my local ER twice due to leg and back pain. I hope to see a doctor soon to continue my medical care and my long road to recovery.

Cabin Crew 4

During initial descent, after I had finished doing safety seat belt checks and telling Polaris A Zone Right aisle pax to secure their shoulder straps, I was in FWD galley by door 1R waiting for the final descent double ding. Turbulence began to get strong, and I squatted down. Purser and I flew up in the air and we both landed on our feet. We both dropped and sat on the floor as the severe turbulence continued. We both went airborne again even after sitting on the floor in the FWD galley.

I saw PAX in 8G fly up. His heels were over his head. He was not in his seat with his seat belt on when turbulence began because he had just closed the overhead bin after retrieving belongings in OHB. About 1-2 minutes after going airborne, captain made "FAs check in" announcement. I crawled to my jump seat at 1R and sat down and buckled my seat belt. Purser made the all call to check on crew in the back. She asked if everyone was okay. We got answers from different crew members "We are bleeding back here." "XXXX is really hurt." I did not know which crew member said what.

Purser called back captain and captain said to remain in jumpseats. Purser told captain we had injured crew. When captain said it was safe to get up, I went down A zone right aisle and asked pax if they were okay. Everyone said they were okay. And most asked if we(the crew) were okay because most of them saw us go airborne. I began to feel pain in my right knee when walking up and down the aisle. PAX in 8G stated he hit his head about 2 times. I asked him if he needed medical attention, and he said he was okay. I checked in with crew in mid galley.

Everyone said they hit their head. One crew member said she did not remember what happen and that she hit her head. After checking on crew and pax, I sat down for final descent. Customer service supervisor met the aircraft. Pax at 8G was first to be taken off the plane. I spoke to inflight supervisors and police that met the aircraft and told them where I was during turbulence. I mentioned my right knee was in pain. 3 of the FAs in the AFT were hurt. I remember EMS taking about an hour to finally meet the aircraft. Captain was going back to the aft of the aircraft where our crew and hurt pax were seated. Captain kept asking the customer service supervisor why it was taking so long for EMS to come. When they finally arrived, the hurt FAs and pax were taken to the hospital. The remaining 6 of FAs went to united clinic in the airport after all pax were deplaned.

Cabin Crew 5

Initial decent call from the captains, me, and two other flight attendants named FA1 and FA2 performed our duties in the aisle, picking up all remaining service items. After doing so, we returned to the middle galley to lock all of the equipment up. Moments later, we felt a slight rumble of turbulence, then shook from side to side, and then the plane dropped, and I went flying into the ceiling. Luckily, I was able to put my head down, and when I had hit the floor, I grazed my forearm with some slight bruising and landed on my right buttock to no serious injury to myself. When I was in the mid galley after the turbulence, I looked around to see the other two flight attendants FA1 and FA2 crawling to their seats and strapping themselves in. After making sure they were okay it was at that point I did the same crawling my way to the jump seat and strapped myself in. At this point I saw a man walk out of the bathroom and go to his seat at 9D. We made PAs to have everyone in their seat with their seatbelt fastened. A customer at 12D rang their call light. The captain then called "flight attendants check in" to which the purser called us to see how everyone was doing, we relayed our point of view of events to her and she

communicated back to the captain who then advised us to remain seated until they found smooth air in order for us to assist passengers. When it was good to get up, I went straight to the passenger in 9d who was in the lav that showed me a bruise on his neck. I offered pain meds or ice to which he turned down and I had continued to 12 d where a passenger had cut his hand. I grabbed him a gauze, antiseptic, pain meds and water, and band aids. After making sure those customers in my area were taken care of, we were getting ready to take our seats for landing. After landing we were met by inflight supervisors, police, and medical personnel that assisted passengers and flight attendants in order of severity.

Cabin Crew 6

We started initial descent. The captain turned on the fasten seat belt sign and made an announcement. He said, 'Flight attendants prepare the cabin for landing'. I put items away and secured the galley. Minutes later very suddenly we dropped. In my immediate vision I could see XXXX and XXXX body lift up towards the ceiling. I could feel myself lift up as well. I hit the right side of my head on the ceiling. I screamed. I came down on my right foot. The 3 of us stayed low on the floor crawled to our jump seats 2R, and 2L and secured ourselves. I asked if XXXX was ok. She said she hit her head, and her buttocks hurt. We asked if Josh was ok. He said he hurt his elbow. The captain did a fa check in all call. The FAs in the aft galley, said there were serious injuries. We were informed medical personnel would meet the aircraft.

After we landed. FA XXXX informed me, she saw the passenger who was seated in 8G was not in his seat when we dropped. She said she saw him 'fly into the air.' I checked him. He said he felt ok. I told the supervisors who met the flight. They asked if he was able to walk off the aircraft and speak with them. He was the first person off the aircraft and spoke to the supervisors. Another passenger who was seated in 9D, said he was in the bathroom, when the incident happened. He said, he hit his head, and his neck hurt. We informed the supervisors, who met the aircraft. They asked him to remain onboard for medical attention. He waited onboard for at least 30 minutes to be seen by medical personnel.

The rest of the flight attendants who were not taken to the hospital, remained on the aircraft until the last hurt passenger in economy was taken off the aircraft. My head was very sore. I decided to go to the clinic to have it checked. I have gone back today. It still feels sore in the area I hit it, and I have a headache. My right foot is also bruised. I was told to stay in contact.

Cabin Crew 7

At final descent while preparing the cabin we hit severe unexpected turbulence. Most of the passengers were seated with their seat belts fastened but the FAs were still cleaning up the cabin. We dropped and were zero gravity for about two seconds. I was in the mid galley with XXXX and XXXX and we all three shot up and slammed onto the ceiling then shot back down. I hit my body on the galley counter. I crawled to my jumpseat as the turbulence was still severe. Me and XXXX were able to secure ourselves and we held on until the turbulence and subsided and the captain said FAs check in. Then we waited till the captain called and said we could check on passengers. I walked from my jumpseat to the back of the plane asking if everybody was okay. Everybody that I saw was fine. I was told that the three FAs in the back were severely injured and bleeding. We landed and two customers and 3 FAs were taken to the hospital. I hit my head very hard and hurt my knee and butt when falling to the ground but did not need to go to the hospital.

Cabin Crew 8

During initial descent we experienced severe turbulence. I was in the aisle doing cabin preparations. I had just finished collecting trash and was almost finished doing my final compliance checks when I was suddenly thrown to the ceiling, I slammed my head on the ceiling and then hit my face on a passenger's seat back on the way back down. I stayed on the floor and grabbed on to the metal frames on the bottom of the seats and an elderly gentleman held on to me as well to keep me from flying up again. The turbulence lasted for a couple of minutes. I have a vague recollection of the pilots making a PA to be seated immediately but it was after I had already been thrown into the air. After a minute or two the pilots made the flight attendants check in announcement, but I stayed on the ground for a few more seconds because it still felt bumpy.

When I felt it was safe to go to my unseat, I found XXX lying on the floor in pain, unable to get up. I asked if she could move or if I could help her to her seat and she replied I don't know, sit down and buckle up, which I did. I communicated her injury to the rest of the crew. The pilots said we had a window of a few minutes of clear air, so I got up to assist XXXX to my jumpers which was closer to her. She was very hurt, and it took a long time. She said she hit her head and had severe back pain. She was showing symptoms of a concussion. She couldn't even buckle her own seatbelt. After securing her I sat in the 3L jumpseat until we were advised it was safe to move about the cabin and check on passengers. I walked through the entire economy and economy plus cabin asking if anyone was injured. One lap child also hit the ceiling when the turbulence hit, and her mother was concerned so I reported it to the purser and paramedics when they later arrived. At least two other passengers reported injuries after we landed but said nothing to me when I was walking through the cabin before landing. I also walked into the aft galley where I saw David bleeding profusely from his head and groaning in pain. I grabbed him some ice and told him to remain seated. We landed safely not long after that and were met by police and paramedics. Every member of the crew was standing when the turbulence hit and experienced minor to serious injuries. At least 3 of the crew was concussed and one of the three may have a broken leg. I do not believe I was concussed but am feeling some back and neck pain.

Cabin Crew 9

During initial descent, pilots asked that we prepare the cabin for landing. As I was finishing my safety checks and standing in the aft galley, I felt sudden and unexpected severe turbulence toss me side to side. As I attempted to get into the nearest jumpseat, I was thrown into the air and hit the ceiling. Then as I fell, I got my face and chest on the galley counter and hit the ground face first. I fell unconscious and woke up on the ground full of blood on my face. I had a nosebleed and lacerations to my face, hand, and leg. At the hospital I was told I had bleeding in the brain. I was transported with Flight Attendant XXXX to hospital via ambulance. Flight Attendant XXXX was also on the ground bleeding from the top of his face. Flight Attendant XXXX also had an injury on his leg and Flight Attendant XXXX was also injured. Other flight attendants were also tossed into the air and hit the ground. I was able to take my jumpseat and complete my safety duties upon landing. I then learned there were some passengers that were also injured. Injuries unknown as paramedics met the plane and provided assistance to the passengers.