

Flight Information:
Flight Number: 1101
Departure Airport: CLT
Departure Date: 7/16/2024
Departure Time: 20:57:00
Arrival Airport: MCO
Arrival Date: 7/16/2024
Arrival Time: 23:16:00
Diversion Airport: N/A
Event Information
Date of the Event: 7/16/2024
Time: 23:10
Event Location: MCO
Tail Number: 3633

FA-A Nadira Hosein

We landed in MCO and were making our way towards our gate when we encountered some congestion. Captain made an announcement informing Pax of our current situation. We sat for a while then started making our way to our gate. FA-C made an announcement that we were on an active taxiway when she saw guests getting up to go to the Lav, she advised them to return to their seat and fasten their seatbelt. Pax sitting in row 2 A asked FA-D if she can take her son to the Lav because he had to go really bad. FA-D called the captain informed her of the situation. Captain gave permission for the kid to use the Lav and FA-D advise captain when Pax was safely back in their seat. There was a Pax in row 4 trying to get up, FA-D advised him to please remain seated. A Pax yelled stating a guest was vomiting profusely. FA-D got up to help guest while I went to get a garbage bag. FA-D asked me for wipes and folds for the guest to clean up. The Pax mom was waving and signaling for a bottle of water which I gave her. We went back to our jump seat and saw mom waving at us again for more c folds. FA-D and I tried to help the sick guest and mom in row 4 when we wasn't moving. While we both was at row 3-4 I received a called from FA-C stating their was 5 guest standing and if we are not seeing this. I informed her we are both helping a sick person and I didn't see it. FA-D was in front of me and we are both focusing, on the sick guest vomiting. I made an announcement and called the captain informing her of the situation. I also informed her that they are not complying and if she can make an announcement. As I hanged up the phone the captain stomped of the brake. The plane made a jerk which was really bad. All I hear was a loud bang when I turned around FA-D was on the ground crying in serve pain and couldn't move. I tried to help her when I realized I injured my wrist and couldn't move it normally. Pax in row 1D jumped into action and other guest to help FA-D to the big front seat. "She kept on saying what happened, she didn't remember much about the incident after hitting her head. I informed the captain that we need medical team because FA-D was injured and my wrist hurts. I informed her of the guest falling they all refused medical attention. FA-B checked on guest in the back of the aircraft and then came to help FA-D and myself. FA-B advised me of the situation in the back with the 5-guest falling. They all stated that they didn't need or want medical attention. As the jetbridge approached FA-B went back to his position at the back of the aircraft. Guests deplaned and paramedics came on the aircraft to help FA-D and myself with our injuries. The captain and FO left the aircraft while we were getting evaluated by the paramedics. Both FA-D and I were taken to different hospitals to be treated for our Injuries.

FA-B Hector Alicea Figueroa

Hello, this is flight attendant Hector Fernando Alicea Figueroa, employee number [REDACTED]. I was working flight 1101 last night with Paula and Nadira, and we had landed in Orlando and were making our way towards the gate when we ran into some congestion in the alleyway, like Captain Jessica mentioned. We waited several minutes on one side of the tarmac, and I'm assuming we were asked to get out of the way as we started taxiing towards another area where we sat still for a long time. Guests were getting up to go to the lavatory, where flight attendant Ashley took initiative and advised them that we were in an active taxiway, that the seatbelt sign was on, and that it was unsafe to be standing in the cabin. They complied and returned to their seats, however, for the next down time that we had waiting to taxi to our gate. Guests couldn't hold it anymore and started to get up to use the lavatory. We kept advising them, but they were not listening to us and remained standing. We began to taxi, and the guests were still standing. We couldn't get them to sit down, and they were choosing not to because they needed to use the lavatory after waiting a long time holding it since the final descent and the long wait in the tarmac areas. Ashley called and advised the lead that there were guests standing up, so Nadira called the captain to advise them of the guests standing up, and a few seconds or minutes later, it almost felt like the captain stomped on the brakes, and the plane made a sudden and extreme jerk, knocking all the guests down to the floor, and some fell on top of other guests that were sitting down in their seats. Guests were screaming in the aft of the aircraft and looking for reassurance from the crew that everything was okay. I immediately jumped into action and checked the cabin for further injuries. While doing that, I ran into Paula, who was severely injured on the big front seat after being knocked down to the floor and hitting her head badly enough to the point where she didn't remember anything that happened. She was attending to her flight attendant duties and assisting a guest who was sick and vomiting in her seat area. We don't have the names of the guests because our crew central app no longer shows the manifest for this flight. Nadira was also helping out and ended up injuring her wrist as well after the incident. I went to the front for a few minutes to take care of the guest and the injured flight attendants. I attended to Paula, made her a few ice bags for her head and arms, and calmed her down as she was crying and in pain. We waited for the paramedics to arrive, and I continued to check the cabin to make sure all guests were okay. As the jetbridge approached the aircraft, I went to the back to be ready to disarm my door. All of our duties were completed, and all guests were deplaned. Paramedics came on the aircraft and began to assist both injured flight attendants. The captain and the first officer both ran off the aircraft with their luggage and did not stay while the crew was being seen by the paramedics, which I find very unprofessional. Injured crew on the aircraft and no pilots to answer any questions to medical personnel regarding what caused the incident and any factors contributing to the injuries.

FA-C Ashley Kennedy

After we landed in Orlando, we had about a 45-minute taxi. We kept making announcements as people were getting up. I called the lead that two ladies are in the back and they needed to use the restroom, the lead stated that they are dealing with someone throwing up. I informed the guests again that the seatbelt sign is on and we are on an active taxi way. Then the plane braked so hard, the two girls in the back went flying about three rows, and one fell on her butt. I was secured by jump seat. as soon as they went flying, they got up and sat down. I got up to ensure they were OK and asked if they needed any medical attention and they denied it. The two flight attendants in the front got injured flight attendant B went to the front to assist the two injured flight attendants, and I stayed by the doors in the back.

FA-D Paula Anderson

Flt 1101 CLT-MCO 7/ 16/24 We had a slow departure with long ground delays leaving Charlotte. The flight was uneventful, we did service, did the credit card announcement which two guests signed up for the card and then we landed. We were taxiing fast, one guest got up and began walking back towards LAV and FA-C made an announcement that "guests must remain seated and we cannot move the plane with people standing " and during that time, whether planned coincidence there was a little "check" of the brakes on the aircraft, to which everyone leaned forward quick in relation to the stop motion. Next, we stopped, and the Captain came on making an announcement that we had to stop and hold as an aircraft was in the alley and we could not proceed. At that time the guest seated in row two, seats A-C asked to use the lav. I let her know everyone needed to be seated but she expressed, her son had to pee badly. I called the Capt. and told her, and she said fine. After they were done, I again called the Capt. telling her we were all set. After that, I saw a guest trying to get up in row 4, and I told him to please sit down, a guest was yelling someone is throwing up. The guy was trying to move because the girl sitting next to him was the one vomiting profusely. The girl's mother moved to be next to her. While the lead got a bag for person vomiting. I asked for wipes and cfolds. The lead brought her the water and I walked the items to the girls Mom, I saw a couple people standing in back. Then the girls Mom asked for more cfolds, the lead brought a biohazard then FA-A went to answer interphone call. While I passed the extra cfolds, the Flight deck JAMMED on the brakes. I fell and only remember then "becoming aware" I was in a big front seat with and ice bag on my arm and shoulder. I had no recollection of how I ended up seated there. I was crying and kept saying I don't know what happened. I remember seeing a couple guests deplane and the red Lights from emergency services. After we deplaned totally, myself and the lead were taken to two gurneys. FA-B assisted me in the jetbridge trying to notify my family. The flight crew was gone, and the inbound pilot remained with us as did FA-B to ensure we were comfortable to get the care we needed. When I arrived at the hospital, I told the multitude of physicians that saw me in the ER, my head, arm and back was uncomfortable. Ultimately, it was discovered through a cat scan I had a [REDACTED], in addition to be banged up. I was admitted and allowed to return to home after a second cat scan the next afternoon. My Care will be ongoing.