

Flight Crew Statements:**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****CA: Jessica Meier****Statement of Event:**

On July 17 2024 I operated NKS flight 1101 from CLT to MCO with FO Sarah Szakovitz. Upon landing in Orlando we were informed that our gate (A20) was open but the alleyway to the gate was not. We were instructed by ground control to hold short of the ramp area on C1 short of J2 facing east. Ground informed us that when we saw our company aircraft exit the alleyway we were then clear to taxi to the gate. I made an announcement to the passengers informing them that we were holding on an active taxiway awaiting clearance to the gate and asked that everyone please remain seated with their seatbelts fastened.

Approximately ten minutes later a company aircraft taxied out from the alleyway so we began approaching the gate area. I noticed another company aircraft had already begun pushing back in the alley so we made a 180 degree turn and informed ground that we needed clearance back onto a taxiway to wait for the second aircraft to clear the alleyway. Once we were again holding short of the ramp area, this time at C1 short of J2 facing west, I made another announcement to the passengers informing them that we were still waiting on ramp congestion to clear so we could make our way to the gate and thanking them for their patience.

The lead FA called the cockpit and informed us that a little boy needed to use the lavatory, and asked if it was ok. I told her it was fine, and to call us back when he was seated again so we would know it was safe to taxi. A couple minutes later she called back and said he was back in his seat and they were secure for taxi.

A few minutes later the ramp congestion and alleyway were cleared and I released the parking brake and began taxiing to the gate. No more than 10-15 seconds into the taxi the lead FA called the cockpit again. When we answered she informed me that "there was a line of passengers waiting to use the lavatory at the rear of the aircraft." The FO and I were both surprised because we had not heard anything from the cabin since she had informed us that everyone was seated again and ready for taxi. I applied the brakes to stop the aircraft and they grabbed harder than expected, bringing the aircraft to an abrupt stop.

We then received a call from the lead FA. I told her I had not meant to stop so abruptly and asked if everyone was ok. She said that the aft FAs were checking with the passengers in the back but that she had hurt her wrist and the other FA in the front had fallen and hit her head and back, and would require

medical attention at the gate. I asked the FO to coordinate with Ops to have EMTs meet us at the gate while I verified that everyone was ready for taxi and we made our way to gate A20. After setting the parking brake at A20, prior to turning off the seatbelt sign, I called the FAs on the interphone. No one answered so I attempted to call again. A male FA from the aft of the aircraft finally answered and I asked if they preferred the seat belt sign to remain on so the EMTs could board the aircraft. He said yes, so I left the fasten seatbelt sign on. I also verified with him that no passengers needed medical attention, and he confirmed that no passengers needed any medical attention. After running the parking checklist I opened the cockpit door and the lead FA told me to turn the seatbelt sign off so the passengers could deplane, and then have EMT board once everyone was off the aircraft. As passengers were deplaning, I asked the lead FA why no one had called me to inform us that passengers were standing/not seated on an active taxiway. She informed me that she and the other forward FA-D had been attending to a passenger who was vomiting, and had not noticed the line forming in the rear of the aircraft. The FO and I were also surprised to hear we had a sick passenger as no one had brought this to our attention before this point. FA Nadira had an injured wrist (and was holding an ice pack on it) and FA Paula was seated in seat 1D waiting evaluation from the EMTs. FA Nadira was speaking with FA Paula trying to keep her calm. At this point further conversation stopped because EMTs were boarding the aircraft and passengers were still deplaning. The aircraft was due to depart shortly for another flight, so the FO and I remained on board in the cockpit until FA Paula was being loaded onto a stretcher by the EMTs, which happened shortly after the last passenger had deplaned. At that point we both left the aircraft to speak with the crew taking the aircraft and departed.

FO: Sarah Szakovits

Statement: I operated flight 1101 CLT-MEM 07/16/2024. After landing, we taxied towards our gate, gate 20, but we were instructed by ground to hold short of the ramp for company traffic pushing back. After waiting for company to clear we started taxiing, but another company aircraft pushed back before we could get in, and we had to turn around and contact ground control again to move out of the way of the aircraft. We were delayed from the start of the flight, and with the extended taxi time after landing passengers started to get frustrated and were not following the FA's instructions. We had to stop multiple times while maneuvering on the ground because people were up in the back. When we were finally cleared to the gate, our last communication indicated that everyone was seated. We started taxiing, and we received a call from the back informing us people were up. The Captain stopped the aircraft, and shortly after we received a call from the back, informing us we had an injured flight attendant in the back. I called operations and notified them we needed medical to meet us at the gate. We were notified again from the cabin another FA was injured as well. At the gate we were informed that the lead FA Nadira Hosein, and Paula Anderson were assisting a passenger who was vomiting when the aircraft came to a stop, and they were the two FAs injured.

Thank you,
Sarah