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August 30, 2024

Doug Brazy
Senior Aviation Accident Investigator
Air Carrier and Space Investigations
National Transportation Safety Board

RE: Southwest Airlines Flight 1768 Crew Statements

Mr. Brazy,

Per your request, please find below the statements from the crew regarding the Flight Attendant turbulence injury on SWA 1768 KLAX-KABQ on August 19, 2024.

Captain

I was the Captain for flight 1768 LAX-ABQ on 19 Aug, 2024. For this leg I was the Pilot Monitoring. Our route of flight during this incident was the BRRT01 arrival FOXRR transition for the RNAV (RNP) Y Rwy 21.

The weather was VMC with mostly clear skies. I was using the WSI Pilotbrief and SkyPath Apps to anticipate any turbulence on our route on my EFB. Approximately 80 miles prior to our top of descent, SkyPath showed a predicted patch of moderate turbulence at our current cruise altitude. With that information I elected to sit the flight attendants for approximately 10 minutes as we transited the area. Actual ride conditions were occasionally light chop at most. Once past the forecasted turbulence area in SkyPath I told the FAs they could resume their duties. We began our descent on the arrival. I chimed the Flight Attendant call button passing approximately 15000 FT so the Flight Attendants could begin securing the cabin early for landing. The ride was occasional light chop and weather was mostly clear skies. Passing through approximately 12000 FT, the aircraft experienced momentary moderate turbulence lasting 2-3 seconds as we penetrated what appeared to be a cirrus cloud. I estimate the time to be 1945z (1345L).

I believe our position was between the points of ELRRA and XMRKS on the arrival, but am basing that off memory. Nothing greater than light chop was experienced for the remainder of the flight. Neither WSI Pilotbrief nor SkyPath showed any predicted turbulence in the area at the time we experienced the moderate turbulence. Landing was without incident. While the passengers were deplaning, the C Flight Attendant informed me that while she was standing in the back galley during the moderate turbulence both feet left the floor momentarily and she landed awkwardly on her feet. The Flight Attendants left the aircraft to begin their overnight in ABQ. The First Officer and I were continuing on for one more leg to Houston Hobby with the same aircraft. Moments after the Flight Attendants left the aircraft to begin their overnight, the B Flight Attendant returned and stated the C Flight Attendant could barely walk due to leg pain

and was seeking medical attention at the airport. It was at this point I immediately notified Dispatch to inform them of the incident.

First Officer

I was the First Officer and the Pilot Flying for SWA1768 LAX-ABQ on August 19, 2024. The flight was uneventfully smooth, throughout the duration we were monitoring SkyPath, WSI Pilotbrief and queried ATC about rides from time to time. The flight conditions were reported smooth when we started our descent into ABQ. The ride was good and the Captain was going to have the Flight Attendants clean up early since its ABQ and could get turbulent at the lower altitudes for the temperature to dewpoint spread. The sky conditions were clear and we literally observed one cirrus cloud on our descent. We were descending via the BRRTO1 RNAV arrival and past BRRTO, but prior to ELRRA at approximately FL180 (If memory serves me correctly) and we did descend through this one cirrus cloud. We got a little light chop but nothing more significant lasting approximately five seconds. The Captain then called back to the Flight Attendants right after to see if everyone was okay and to clean up if they hadn't started already. The rest of the flight was uneventful with very light chop down below 12,000ft into ABQ. We landed and taxied to the gate.

When we were parked at the gate and opened the door the C Flight Attendant stated that when we went through the light chop, that she had been standing and kind of caught herself but that she was okay. We apologized and asked if she was hurt or if there was anything we could do for her. The Flight Attendants were overnighting in ABQ and we were continuing on. I completed my post-flight duties for the next flight and we were just about to start boarding when the B Flight Attendant came back to the airplane and stated the C Flight Attendant from the previous flight was hurt and was having difficulty walking. The Flight Attendants were already out of security but she had come back to tell us this. I did not observe the C Flight Attendant getting off of the airplane as I was completing other duties but the Captain did notify Dispatch and Crew Scheduling to file information about the flight and the Flight Attendant reportedly being injured.

"A" position Flight Attendant

Before we started our initial decent into ABQ we hit unexpected turbulence causing the plane to move upward and drop. When the C Flight Attendant came up to the forward galley she informed me that during the turbulence she was lifted off her feet and when she came down she injured her knee. She complained that knee hurt the remainder of the flight. On our way to the shuttle, I pulled her bags and she was limping behind. Halfway through the airport she was in tears, so we got her a wheelchair to get her to the shuttle. I do not recall which knee it was.

"B" position Flight Attendant

Prior to final descent into Albuquerque, "C" Flight Attendant and I were in aft galley waiting to be dinged for final descent so we could finish cleaning up the cabin before our landing. About 10-15 minutes prior to this, the captain had let us know it might get a bit bumpy, but it never really happened in the timeframe he thought it would, and he let us know he'd be dinging us soon. When I was sitting in the jumpseat, Flight Attendant "C" was standing facing forward in front of the galley, when suddenly we hit a pocket of turbulence that was intense. I saw Flight Attendant "C" seem to lift up the floor and land back on her feet, but in a deep squatted position. As this happened, she tried to reach for anything she could hold onto and when she was able to, she

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sat in jumpseat next to me, where we buckled ourselves in. We were both a bit shaken. Soon after, we got dinged for final descent and I made PA that we would not be coming by to pick up trash, as it wasn't safe to do so. After landing, Flight Attendant "C" made her way to the forward part of cabin. After deplaning all the passengers and finishing my duties on aircraft, I gathered my luggage and got off the plane, not really paying attention the other Flight Attendants coming behind me. I waited for them at the gate, so we could head to our shuttle. I noticed Flight Attendant "A" pulling Flight Attendant "C"'s luggage. Flight Attendant "A" told me that Flight Attendant "C" was struggling walking, and had a hard time walking up the jetbridge. Flight Attendant "C" was walking very slow, and finally just stopped. She was in tears, as she said she was in a lot of pain. We had just walked out of the secure area, so we had her sit down so she could call supervisor or someone with Southwest for guidance on what to do. I then went back through security to go back to aircraft to notify Captain and Co-pilot of what was happening, as we hadn't realized or known how serious it all was until she couldn't walk. When I got back to where Flight Attendant "C" and Flight Attendant "A", other Flight Attendants were there assisting to get a wheelchair and help take her luggage to hotel shuttle. I was told that Flight Attendant "C" was given instructions to go to hotel, change clothes, and go to an ER they had designated for her. Upon arriving at hotel, we all checked in, and all Flight Attendants on shuttle helped her with her luggage and getting her to her room. She was unable to manage on her own. Knowing and seeing this, I went with her on Lyft to a nearby ER. After she received her care and instructions, we then had to go on another Lyft to CVS Pharmacy for her medications. They had put her in a full leg splint and gave her crutches, so getting around was still very difficult. After getting her meds, we got another Lyft back to hotel which was probably 4-5 hours later. I helped her get in her room and get situated. I left her alone for a bit to get situated and brought her food. Another Flight Attendant that was at hotel, was helpful with food and helping to get Flight Attendant "C" comfortable. It was getting late, I needed to eat and get rest for rest of my trip next day, so I left her room for the night. That was last time I saw Flight Attendant "C".

Thank you,

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