

Flight Attendant Statement:

On our flight from Newark, New Jersey there was some turbulence as we were approaching San Francisco prior to initial. I thought it was strange because we weren't informed of any turbulence during the briefing or up until that point. Flight Attendant C decided to sit down and buckle up in the back because it felt shaky, but not anything out of the ordinary for Flight Attendants. Flight Attendant D was also working with Flight Attendant C in the back of the 757 decided to also copy Flight Attendant C and take their jumpseat and buckle up. A few seconds later the pilots turned on the seatbelt sign informing passengers to be seated. Unfortunately at that time there were still people in the bathroom. The pilot did not say "flight attendants be seated" at all at this time. Then all of a sudden there was a huge sudden drop. It felt like a 10-15ft drop. Flight Attendant C & Flight Attendant D legs flew up in the back of the 757. There were two elderly passengers in the back both using the restroom facilities. Passenger A was washing their hands when it happened and they flew up and landed forward and bent their back and hit it hard. They started wailing in pain sitting on the toilet. They started to cry and say, "my back, my back" and we instructed passenger A to stay low and hold onto the bathroom handles because we were still strapped in and unaware how severe the turbulence would continue to be.

Passenger A said their whole back is in severe pain including their neck. Passenger B opened the door opposite Passenger A and flew up and landed on their leg and their foot twisted, also in severe pain. Passenger B was trying to comfort passenger A, Passenger B said they feel like their foot is broken. Passenger A and Passenger B were both instructed to stay where they were because Flight Attendant C & D weren't sure how severe the turbulence might continue to be. The pilots then called the back and informed us air traffic control was trying to slow them down due to congestion. The PIC also said they underestimated the turbulence. Unfortunately the flight attendants A & B who were working in the front of the plane were both standing at the time of this incident because they were only told after the initial drop, "flight attendants be seated." Flight Attendant A hit their knees hard on the drop to the point they knew they would bruise and they hurt their arm. Flight Attendants A & B were in the front were both still shaken up from the drop. So Flight Attendant C & D kept communicating with the pilot about injured passenger A and injured passenger B. Two supervisors met the flight and Flight Attendants A, B, C, D were taken off the trip once we landed.

Flight Attendant Statement:

Good morning,

Included is the statement regarding the incident on September 19, 2024, during flight UA2428 going from EWR to SFO on aircraft 3125.

The aircraft (A/C) was moving smoothly in the last 40 minutes of the flight. Flight attendants (FA) A and B were in the forward galley- one at door 1L and one at 1R. They had begun cleaning up in preparation for the initial descent announcement. A passenger from first class was in the forward lavatory. FA-A was calling back to the aft FA's, and FA-B was in the galley when all of a sudden the aircraft suddenly and harshly inclined knocking both FA's to the ground. After checking that the other FA was okay, the first class passenger exited the lavatory and stated that they were okay, asking "what just happened". FA-A hung up the phone when the aft FA's noted they were okay and quickly after the captain announced that the TCAS system alerted him of a plane closely underneath us and so he had to immediately and suddenly pick up the A/C as advised from the system.

The seat belt sign illuminated immediately after the initial incline and FA-A and B ensured the forward cabin on the Boeing 757 was safe and uninjured before taking their seats in case of any more unexpected movements. The aft FAs called forward stating that two passengers were badly injured, injured passenger A was crying in pain and injured passenger B had injured their ankle. FA-A walked to the aft of the A/C as soon as it was safe and witnessed the two injured passengers. FA-C and FA-D from the aft had informed FA-A that both passengers were in the lavatory at the time of the incline and stated distress and injury. Passenger A claims they were forced down due to the gravity resulting in severe back pain. Their headphones were dismantled and tossed throughout the lavatory and they had since taken a seat in the last row. They were buckled in when FA-A arrived. They claimed that they were having trouble breathing expanding their lungs and ice was offered for their lower back which they took and slid down to assist with the injury. Injured passenger B, was seated a row in-front of passenger

A with their ankle elevated and swollen. They claimed to have stepped on it hard as they were exiting the lavatory at the time of the incline. The pilot was notified of the injuries and the passengers agreed to stay seated and breathe until we reached the gate in SFO in about 25 minutes. FA-A returned to their seat and the cabin was prepared for landing. FA-A and FA-B were shaken up from the incident but focused on arriving at the gate safely before addressing their own injuries. Upon arrival at the gate inflight supervisors and paramedics boarded the flight. Passengers A & B were escorted/ transported off, and the flight deplaned with no other passengers injured. Upon the settling of adrenaline FA-A and FA-B were injured and sought medical attention from the nearby clinic. Their injuries included wrist, back, and knee pains due to the sharp incline and gravity forcing their bodies toward the floor from their standing positions.

Flight Attendant Statement:

Around approximately 12:45 pm, the pilots turned on the seatbelt sign and announced the start of their initial descent into SFO. Flight attendants 1 and 2 were in the forward galley waiting for the Captain to make the PA signaling them to prepare the cabin for arrival. Flight Attendant 1 was in the galley putting service items away and Flight Attendant 2 was on the phone with Flight Attendants 3 and 4 in the back.

While descending, the plane suddenly lifted and the strong force downward caused Flight Attendants 1 and 2 to fall. Confused as the movement felt unusual and unlike typical turbulence, they stayed on the floor holding onto the ground for a few moments and then took the nearest jumpseats. They called Flight Attendants 3 and 4 in the back of the aircraft to check if they were safe and were informed that 2 passengers were injured from the sudden aircraft movement.

The Pilots also informed the Flight Attendants via a call that they had to suddenly change course due to another aircraft on their path.

Flight Attendant 2 went to the back to help Flight Attendants 3 and 4 aid the injured passengers. It was time to prepare the cabin for arrival so Flight Attendant 1 picked up the service items and did a walkthrough in first class and secured the forward and mid galleys. Flight Attendants 2, 3, and 4 were able to complete cabin walkthroughs in the economy cabin and aid the injured passengers into their seats. While this all happened, the Pilots kept in contact with the Flight Attendants and informed them that paramedics would meet the plane upon arrival.

The flight proceeded to arrive and deplane safely. Paramedics took the 2 injured passengers off the plane and Flight Attendants 1 and 2 sought medical care for their pain following their fall.

Flight Attendant Statement:

There was some turbulence as we were approaching San Francisco just now on initial.

FA3 and FA4 decided to sit down and buckle up in the back because it felt shaky, but not anything out of the ordinary for us. A few seconds later the pilots just turned on the seatbelt sign informing passengers to be seated, so unfortunately there were still people in the bathroom. He didn't say "flight attendants be seated" at all. Then all of a sudden there was a huge sudden drop. Like a rollercoaster and it felt like a 10-15ft drop. Flight attendant 3 & 4 legs flew up in the back and flight attendant was so thankful we decided to sit down and wear our seatbelts even though the pilot didn't make the announcement "flight attendants be seated".

Air traffic control was trying to slow us down and the pilots slowed down and went into an air pocket. Passenger A and B were both in the back using the restrooms. Passenger A was washing their hands when it happened and they flew up and landed forward and bent their back and hit it hard. Passenger A started wailing in pain sitting on the toilet. Passenger A started to cry and say, "my back, my back" and we instructed them to stay low and hold onto the bathroom handles because flight attendants 3 & 4 were still strapped in and unaware how severe the turbulence would continue to be.

Passenger A said their whole back and neck were in severe pain. Passenger B opened the opposite lavatory door and flew up and landed on their leg and foot twisted, also in severe pain. Passenger B was trying to comfort Passenger A and said they feel their foot is broken. Passenger A & B were both instructed to stay where they were because we weren't sure how severe it might continue to be.

Incident time: 12:55pm

Pilots informed and called paramedics to meet on landing.

Passenger 40D

Male

Birthday: [REDACTED] 1966

[REDACTED]

As he was stepping out of the bathroom, he came down hard and his hand and all of his body weight went on the left side of his body. He is worried it might be fractured or broken.

Passenger 41D

Female

Birthday: [REDACTED] 1963

[REDACTED]

The female was using the restroom and had just turned on the water and was suddenly thrown down hard and hit the sink. Her entire neck and back is hurting. It hurts to breathe in and out.