
5/1/2025
John Lovell
National Transportation Safety Board

RE: Southwest Airlines Flight 2782 Flight Attendant Serious Injury due to Turbulence.

John, per your request, please find below the statements from the Southwest Airlines Flight 2782 NTSB reportable event "Flight Attendant Serious Injury". I updated the letter to include the statement from the injured Flight Attendant "B".

Captain

On April 20, 2025, I was the Captain and Pilot Monitoring for Southwest Airlines Flight 2782 from Dallas Love Field (DAL) to Tulsa International Airport (TUL). I arrived at Gate 3 in DAL a few minutes after 0800 CDT for our second leg of the day to TUL. After making the normal introductions, I conducted a crew brief. After reviewing all available resources, the decision was made to have the cabin crew remain in their seats for the entire 39-minute flight to TUL. Around 10 mins prior to push, boarding was complete, and I made an announcement to the cabin. I advised that, unfortunately, due to forecast and current reporting weather conditions, we were going to have the Flight Attendants remain seated for the entire flight for their safety and we would be unable to provide a cabin service. We finished boarding, received performance data, and again confirmed with the "A" Flight Attendant our plan for the cabin crew to remain seated for the entire flight.

We taxied to runway 13L and departed to TUL. We climbed to our final cruising altitude of FL230. The ride at FL230 was continuous light chop with occasional moderate. We were able to get FL250, and ended up having a much better ride, but there were too many reports of moderate turbulence and due to the short duration of the flight we continued with our plan to have the cabin crew remain seated. A few minutes before we started our descent, we made an announcement over the PA system advising everyone to please remain in their seats due to forecast and turbulent rides during the descent into TUL.

I chimed the cabin to indicate our final descent between FL180 and FL190 and received the normal confirmation from the Cabin. We were set up for the ILS approach to runway 36R and began our descent for the approach. We inquired and received ride reports from Tulsa approach. They indicated light to moderate turbulence and heavy rain reported from a regional jet several minutes in front of us. We continued to use the aircraft radar and there was very little indication of significant rain shower activity. We descended into a stratus layer of clouds below and encountered continuous moderate turbulence around 15000 ft. The layer of clouds and rain was around 2-3 miles in diameter and a few thousand feet thick. The ride improved quickly, and we continued to the WEBZZ intersection for the Approach to 36R.

The descent continued uneventfully to around 2,500ft (1900 AGL) when we received a call from the cabin crew. They advised us that the "B" Flight Attendant was injured during the descent, and requested paramedics meet us at the gate. I inquired if she had been seated and they indicated that she had not been. She had a fall during the turbulence event and may have injured her back. We were able to

coordinate with Tulsa operations and landed uneventfully. We taxied to gate B3, were met by the medical personnel and our Injured crew Member was ultimately transported to a local hospital.

First Officer

On April 20, 2025, I was the first officer on Southwest flight 2782 from Dallas Love (DAL) to Tulsa (TUL). I was the pilot flying (PF) on the flight. The flight encountered moderate turbulence between FL185 and 16,500 ft while descending into TUL resulting in a Flight Attendant injury.

Conditions at the time were IMC along an area of mature and building storms extending from the gulf coast to Illinois. Both captain and first officer MFDs were displaying the aircraft radar with a tilt of approximately 2 to 3 degrees up (737-700 aircraft). The captain was utilizing the WSI app on his EFB, and I was utilizing the WSI radar overlay in the Jeppesen app on my EFB. There was widespread rain, and the aircraft was in IMC. The radar was tilted up to differentiate lower areas of rain from building cells.

The flight was the second leg of three for the day, on the third and last day of the trip. The captain and I flew together the entirety of the trip. It was our first leg with the Flight Attendant crew. We began in Austin (AUS) that morning, operating flight 2350 to DAL. The line of weather was approaching AUS as we boarded, with distant lightning visible on taxi out. I was present for the Flight Attendant briefing in AUS where the flight attendants were told to remain seated, and not to attempt a service. This was done as a precaution for turbulence due to the weather. The flight took an easterly reroute from ATC to remain clear of weather. The flight was operated in light chop and areas of IMC with the FAs seated.

On the flight in question, the new crew of Flight Attendants were also instructed to remain seated and not to attempt service due to the forecasted weather and turbulence. I also told the passengers in my welcome aboard announcement that the FAs would not be doing a service due to turbulence, and that they would remain seated.

Enroute to TUL we received ATC assigned vectors that kept us clear of the larger cells. We were again operating in light chop. At approximately FL250 the captain made a descent announcement and chimed the FAs. He did this earlier than the usual FL180 timing, since we knew that we were about to descend into an area of rain. No severe weather was shown between our position and the airport. The chime was simply procedural, as the flight attendants had been told twice not to get out of their seats.

As we descended, we encountered several moderate jolts of turbulence. We were operating in IMC, but from experience, I would say it was consistent with the turbulence received from entering building cumulus clouds. On final approach between 3 and 4 thousand feet the "C" Flight Attendant called the cockpit and stated that the "B" Flight Attendant was on the floor injured and unable to get up. The captain switched to company frequency and requested paramedics.

The landing and taxi in were uneventful. The flight was met by the police with the paramedics arriving shortly after. The paramedics stabilized the "B" Flight Attendant in the aft galley and removed her via airstairs from the aft door.

The C Flight Attendant stated that they had remained seated in the aft row of passenger seats, but the B had just gotten up to get something immediately before we encountered the turbulence.

Flight Attendant "A" Position

I was in my jumpseat at forward entry door. I didn't witness the event. Eventually I was informed by the FA-C that the FA-B flight attendant was lifted off her feet from turbulence and landed on her back.

Flight Attendant "B" Position (injured FA)

I was the B flight attendant. I was seated and belted and the 18,000 final descent bell rang. It was an automatic response to get up and make my announcement and prepare the cabin for landing. (We are like Pavlov's dogs and when bell's ring, we respond). We had been told at briefing before boarding to remain seated that it might be bumpy. I did not experience any turbulence during the flight. The C got up also to get a trash bag and proceed with her duties of final walkthrough and go to front for landing. We never received any additional communication that bad turbulence was coming, etc.

As soon as I stood and got about 2 sentences out on the phone, we hit a bad pocket of turbulence that dropped the rear of the plane down and we fell to the ground and I dropped the phone. I could not find anything to hold on to. I was crawling back to pull down and crawl in jumpseat when the 2nd pocket of turbulence happened which was much worse. It flew me into the air 5 feet, my feet were in front of my face and my arms were stretched out in front of me. The C thought I hit the ceiling, I do not think so as I have no soreness or indication of an injury there. I landed in the sitting position with my back against the G3 galley area and my right leg straight towards the bathroom door. My left leg was bent with my knee up against the trashcan on opposite side. My right arm hit G3 on the way down. I immediately felt excruciating pain in my spine and heard the crunch as I landed on my tailbone. I asked the C to lay me down flat and she did. She was a lifesaver. My head was then against the girt bar, body wedged catty corner to bathroom. I could not move my body or legs at all, although could wiggle my toes, but could not lift or move them or my upper body. She cushioned me and held me and kept me talking -we were praying-until we landed. About 20 minutes it took to land, I guess. Then she called the captain, and I laid on the floor for few hours until they got me off the plane and took me to the emergency room by ambulance.

If you need anything else let me know. I tried to attach a photo to the bottom of email, but it went on top. Photo taken by the A. That is my right leg. Had we a handle bar on the left side of the jumpseat by the bathroom to grab that would have been great, but we had nothing.

Flight Attendant "C" Position

About 28 mins in the air, I get up to use the Lavatory in the C position. I went to the back to use the lavatory because the front LAV was occupied. Coming out of the bathroom I heard the final descent Chime and as the "B" FA get up to make the PA that's when the turbulence strike. I saw her in midair off her feet then slammed her to the aft door. I was on the ground trying to hold her up, but she started saying "my back Karen I can't move". The turbulence continues for another 8 minutes still was unable to move as I was with her. After it gets smooth, I called the "A" FA to let the pilots know of the situation. I remained seated on the floor until the airplane landed. Waited for the Paramedics to arrive before I

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removed from the floor. I am aware and know the protocol as it pertains to our Safety and it was such a scary moment.

End of Statements

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