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Daniel Bower
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National Transportation Safety Board

RE: Southwest Airlines Flight 4515 Crew Statements

Dr. Bower,

Per your request, please find below the statements from the crew regarding the Flight Attendant serious injury involving SWA 4515 KBWI-KMCO on September 12, 2025.

Captain

SWA 4515, BWI-MCO, was the first leg of a four day trip with my First Officer. He and I had never flown together previously. I met the First Officer, along with the "A" and "B" Flight Attendants, in the gate area where we made our initial introductions and conversed about our day and our upcoming trip. We would be flying with our Flight Attendants to MCO and then on to MCI for our overnight. I stated to the crew that the only threat I forecasted for the day would be some scattered weather off the coastline of Jacksonville, FL.

Once onboard the aircraft, things proceeded normally, and we performed our preflight duties in a normal manner. After setting up the flight deck, I went back to the forward galley area to conduct my preflight safety briefing with both the "A" and "B" Flight Attendants, we were a little early and still waiting on the "C" Flight Attendant to arrive. To surmise, I stated it was a good day to fly, mostly smooth, and to possibly expect some bumps as we approached to the Georgia/Florida border as WSI Pilotbrief was depicting some isolated rain showers and storms off the coast.

While seated in the flight deck, the "C" Flight Attendant arrived and introduced herself. I once again briefed her on our expected flight and briefly mentioned the weather off the coast of Florida but to expect a mostly smooth flight until beginning our descent.

The flight progressed uneventfully and as forecasted with some occasional light turbulence, but never anything worse. At this point we were filed on the SNFLD 3 arrival and had begun our descent to FL300 per Jacksonville Center. After leveling off, the First Officer made an announcement to our passengers stating we were beginning our descent into MCO. The seat belt sign was already on as we had some light turbulence earlier in the flight. We then performed our arrival briefing for runway 35R and completed our checklist.

During our descent on the arrival, Approach reported rain on the arrival and stated that rides were reported smooth and we could expect to be vectored into MCO. We chimed the cabin at roughly FL190 for the Flight Attendants to secure the cabin. As we were descending through approximately 14,000FT, we were assigned a heading of 180 with deviations approved up to 15

degrees left or right as needed for weather. It was at this time that we encountered what I would describe as a stratus cloud and a momentary jolt of moderate turbulence.

Our aircraft radar was on and no weather was painting in that area on my display. My WSI Pilotbrief app was actively open on my EFB, but not SkyPath. I recall loading our route/flight on the SkyPath app in KBWI, but did not have that screen currently open. No turbulence alerts ever populated on my EFB.

Immediately following the turbulence, I asked the First Officer to call back and check on the Flight Attendants and see if they were okay. We quickly learned the "C" Flight Attendant had injured her leg. My First Officer contacted MCO Station Operations and requested that paramedics meet us at the gate upon arrival. Later, while downwind, I called back one more time for a status update and learned her ankle may be fractured.

The approach and landing to 35R was uneventful and we taxied to Gate 120 where we were met by EMS. I made an announcement requesting that all passengers please remain seated so paramedics could assist our injured Flight Attendant in the aft galley. Shortly thereafter, the paramedics elected to use the aft galley door to help load her into an ambulance. I turned off the seatbelt and the aircraft deplaned normally. Once our Flight Attendants were attended to, I contacted our Dispatcher to discuss what had occurred. We were pulled from further flying and met by the MCO Chief Pilot to later be drug tested.

First Officer

This event occurred on day 1, leg 1, of a 4-day pairing. I had never flown with the Captain nor Flight Attendants prior to this flight. We reported around 11:45am local time in BWI. At that time, I met the Captain and two of the Flight Attendants. Introductions were very pleasant, and I felt at ease right away. I recall the Captain mentioned prior to boarding that there was some weather off the coast of northern Florida but otherwise it should be an uneventful day enroute to MCO and later to MCI with our crew.

I proceeded with my normal preflight duties and was present when the Captain conducted his preflight safety briefing to two of the Flight Attendants. The "C" Flight Attendant eventually boarded the aircraft and stopped in to say hello, where the Captain provided her with a quick preflight briefing as well. Everything proceeded as usual.

Taxi out, take-off, climb, and cruise was normal. Some light chop here and there, but nothing we weren't expecting based off WSI Pilotbrief, SkyPath, and ATC ride reports. Most of the flight played out just as briefed. For the entirety of the flight, I had the WSI Pilotbrief app pulled up on my EFB with radar and SkyPath layers selected on my display.

We were given an early descent by ATC, leveling off around FL300. At that point, I briefed the cabin that we were beginning our descent into Orlando and provided the latest weather and gate information. The Captain had the aircraft radar on and I had WSI PilotBrief open on my EFB with SkyPath but did not notice anything being depicted for turbulence on our arrival. The Captain chimed the Flight Attendants early, around FL190, to secure the cabin. Around this time, we were vectored off course by ATC for some scattered showers that appeared to be

developing. I remember no returns from the aircraft radar on our path, nothing showing on WSI on our path, and only positive reports from aircraft ahead of us and from ATC. Around 14,000ft, on a vector with +/- 15 degrees for deviations, we encountered a cloud that I'd classify as altostratus.

We immediately went from smooth to a jolt of moderate turbulence that lasted approximately 5-10 seconds, then back to smooth. The Captain immediately instructed me to check on the Flight Attendants. I was informed of a potential lower leg injury in the aft galley. Upon learning this, we called ahead to MCO Operations and made sure medical personnel would meet us at the gate. The Captain called back shortly after for a status update where we learned it sounded like the "C" Flight Attendant had possibly fractured her leg. We landed 35R and taxied to gate 120 uneventfully. Paramedics were standing by after we parked at the gate, we completed our checklist and offered our assistance to the Flight Attendants in aft galley.

"A" position Flight Attendant

We got the 18,000 ding on final descent. We started to go through cabin and hit major turbulence. I was the A and was currently at mid cabin ..when the turbulence hit I secured myself in mid cabin until it passed. Once it passed I made my way back to the front and secured myself in my jump seat. The C called and explained the B got hurt..I did not see what happened ..when we landed medical crew came on and took both the B and C off the plane.

"B" position Flight Attendant

At approximately 18,000 feet, while cleaning the cabin, we encountered turbulence. Both ["C" position Flight Attendant] and I were lifted into the air and forcefully impacted upon landing back down. I immediately felt pain in my hip from the impact, and ["C" position Flight Attendant] began screaming in pain. From my view, her ankle appeared deformed and broken, and she was unable to walk, having fallen near the jumpseat area.

Since she could not be seated in her jumpseat, I secured her by holding her against the jumpseat and wrapping my arms around her to ensure she was stable for landing. Upon landing, I was able to disarm the doors, though I began to feel unwell due to the injury sustained to my hip during the turbulence.

Both ["C" position Flight Attendant] and I were subsequently transported to the hospital for medical evaluation and treatment

"C" position Flight Attendant

Was dinged at 18000 for final decent, began cleaning and securing cabin for landing, as soon as I returned to the aft to throw out trash we hit unexpected turbulence which made me go airborne and then slam into the floor of the a/c causing my right ankle to have fractures and dislocation.

Thank you,

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