

Report Details

Number	ROR-072460
Event Number	
Employee Id	
First Name	Glenn
Last Name	Baker
Email Address	
Phone Number	
Base Location	Las
Department	Inflight
Event Date	09/30/2025
R:Event Location	LAS
E:Event Location	
Report Title	DTW-LAS FA Medical Issue (Severe turbulence)
R:Flight Number	2045
E:Flight Number	
R:Tail Number	N670NK
E:Tail Number	
Departure Airport	Detroit, MI (DTW)
Scheduled Arrival Airport	Las Vegas, NV (LAS)
Landing Airport	
Description Narrative	I was the lead flight attendant on above flight. As we started our descent into Las Vegas, we went through some really bad turbulence. The flight attendants were preparing the cabin for our final to sit and landing when turbulence happen. Turbulence lasted maybe 10 seconds. Smooth the rest of the way in. I got a call from one of the after restrooms. One flight attendant got injured. It looked like a broken leg. Had a physician on board. Informed the flight deck. We were unable to move her due to severe pain. EMS came on the aircraft and took her off. Another flight attendant did hit her head on an overhead bin. I did not really have much interaction with her.
Suggestion Narrative	
Confidential	false

Report Details

Number	ROR-072528
Event Number	
Employee Id	
First Name	Leon
Last Name	Byrd
Email Address	
Phone Number	
Base Location	LAS
Department	Inflight
Event Date	09/30/2025
R:Event Location	LAS
E:Event Location	
Report Title	DTW-LAS FA Medical Issue (Severe turbulence)
R:Flight Number	2045
E:Flight Number	
R:Tail Number	N670NK
E:Tail Number	
Departure Airport	Detroit, MI (DTW)
Scheduled Arrival Airport	Las Vegas, NV (LAS)
Landing Airport	
Description Narrative	Central ID: ██████ FLT 2045 DTW-LAS Crew: Glenn Baker ██████ Leon Byrd ██████ Gina Crowder ██████ Madeline Zerr ██████ Karen Coonin ██████ Incident Details: On 9/30/25, during final decent, the Crew was getting the cabin in compliance. All of a sudden, we had a quick, severe turbulent incident. I was thrown into a row that happened to have an isle empty seat where I buckled up. I saw Glenn Baker take a seat on the floor. I looked behind me and saw that Gina Crowder had did the same. Next we heard the LAV chime go off 3 times. Glenn was able to see that it was coming from LAV F. He and I rushed to the back and the PAX directed us to the AFT galley, where we heard a female voice screaming. Upon opening the LAV door, it was Karen Coonin. Medical professionals were requested. 2 doctors came to the back. I overheard Karen stating that her leg was broken. We used the wheel chair to get her out of the LAV. They put her leg in a blanket and propped her leg somewhat up for support. One of the doctors sat on the floor during landing and remained with her. Upon arriving to the gate in LAS, paramedics boarded the plane and got her off for transport. As I cleared the path for them to get her off the plane, I found out that Gina Crowder had also injured her leg and another group of paramedics came onboard to assist her. She was removed and transported as well. No PAXS were injured! The CA, later told us that they saw that we were approaching the bad spot, but didn't think it was going to affect us. By the time they figured it would, it was too late to notify us.
Suggestion Narrative	
Confidential	false

Report Details

Number	ROR-072456
Event Number	
Employee Id	
First Name	Madeline
Last Name	Zerr
Email Address	
Phone Number	
Base Location	LAS
Department	Inflight
Event Date	09/30/2025
R:Event Location	LAS
E:Event Location	
Report Title	DTW-LAS FA Medical Issue (Severe turbulence)
R:Flight Number	2045
E:Flight Number	
R:Tail Number	N670NK
E:Tail Number	
Departure Airport	Detroit, MI (DTW)
Scheduled Arrival Airport	Las Vegas, NV (LAS)
Landing Airport	
Description Narrative	Plane dropped in a pocket of air. I secured myself between two seats and squatted down to the floor to maintain balance using seats to anchor myself down. I was uninjured. Gina Crowder was on the floor injured. I was about 6-7 rows down from FA B jumpseat talking to a passenger in the moment it happened. I did hear some sort of announcement over the PA but because I was assisting a passenger I was not totally aware of what it was. While I was squatting, Deadheading FAs yelled at me to sit in the passenger seat although I felt more stable anchored between seats. I ended up making my way to a passenger seat although in hindsight I felt safer anchored between the two seats as I fell while trying to crawl to the passenger seat. The cushion came off as I tried to climb up to sit. I remained uninjured. After that, lav bell rang. No flight attendants were in the aft galley. My first instinct was to go to the back as I was the closest but deadheading FAs again told me to stay seated. Passengers yelling someone is hurt. I wanted to act but had DHs telling me to remain seated. Very difficult position to be in with multiple people yelling to remain seated and hearing someone is injured. Glen Baker went to the back and responded. Baker called for DH FAs to take jumpseats. I approached Crowder and asked her if she was ok, she said no. I asked her what she needs from me, ice, water, anything she told me no. I reported to my jump seat. Another DH FA took Crowders B jumpseat. Forward flight attendants called to ask me to ask if emt's were needed and to get any information on the injured. When I went to the back to ask, Baker said he was taking care of it and shooed me away. I received no information and went to secure myself in my jumpseat. We landed safely and waited for EMTs. Disarmed doors like normal. When the EMTs brought the injured through the cabin that was when I realized it was Karen Koonin. I had no idea it was one of our coworkers that was injured. I was shocked.
Suggestion Narrative	One thing I noticed was that I felt safer anchored between seats in a squatting position. It was only until I started to move towards an open seat I felt vulnerable. I have witnessed FAs attempt to walk back to their jumpseats after captain calls over the PA for FAs to take their jumpseats. In a situation such as this it seems more dangerous for a FA to try to walk back to their jumpseats or even walk to an open seat that could be rows away. I am glad my initial instinct was to squat and anchor because I may not have come out of the event uninjured if I had remained standing.
Confidential	false

Report Details

Number	ROR-072452
Event Number	
Employee Id	
First Name	Gina
Last Name	Crowder
Email Address	
Phone Number	
Base Location	Las
Department	Inflight
Event Date	09/30/2025
R:Event Location	LAS
E:Event Location	
Report Title	DTW-LAS FA Medical Issue (Severe turbulence)
R:Flight Number	2045
E:Flight Number	
R:Tail Number	N670NK
E:Tail Number	
Departure Airport	Detroit, MI (DTW)
Scheduled Arrival Airport	Las Vegas, NV (LAS)
Landing Airport	
Description Narrative	During final descent I was closing an overhead bin and before I could go to my jumpseat we hit an air pocket which lifted me up and slammed me flat on my back in the aisle. After a few minutes I was able to sit up and move to a seat in the aisle, where I stayed until we landed. Upon landing I was stunned and nauseous and in pain from my head to my foot. I'd slammed my arm on a seat and twisted my ankle when I was slammed to the floor.
Suggestion Narrative	
Confidential	false

Report Details

Number	ROR-072474
Event Number	
Employee Id	
First Name	Karen
Last Name	Koonin
Email Address	
Phone Number	
Base Location	FLL
Department	Inflight
Event Date	09/30/2025
R:Event Location	LAS
E:Event Location	
Report Title	DTW-LAS FA Medical Issue (Severe turbulence)
R:Flight Number	144
E:Flight Number	
R:Tail Number	N670NK
E:Tail Number	
Departure Airport	Detroit, MI (DTW)
Scheduled Arrival Airport	Las Vegas, NV (LAS)
Landing Airport	
Description Narrative	We were having a good flight. I did another round of trash and then went and sat on 24 D along with Gina and Madeline. Since the seatbelt sign was still off and we were getting closer to our final destination, I got up and told the girls I was going to the bathroom before we start initial. I went to the AFT of the airplane and told Leon I was placing my EFB on seat 39C across from where he was sitting. While I was in LAV-F the CAP/FO made the initial announcement with weather information. I tried to hurried up to handle my business - then what it seemed like about a couple of minutes after the first announcement, I heard CAP/FO make the next announcement, It wasn't very clear from the bathroom, however, I did hear flight attendants please be seated or something of that nature - I was standing up pulling up my stockings and almost immediately after that I felt this awful jolt, kind of shaking and bouncing around inside the bathroom at the same time followed by a potent force that landed me on the floor like being stomped on. I felt confused, scared and with an excruciating yet debilitating pain inside my left leg that was somehow tangled between the toilet and the right side of the LAV wall/sink. I was in an awkward position on the bathroom floor, screaming, crying, feeling a faint sensation trying to get help but no one came until I somehow reached the assistant call bottom and pressed it. What I remember next is a young lady opening the door frantically screaming, asking for others to help. Then 2 guests (men) assisted me into getting into the jump seat and they stabilized me. Everything after that point is just me crying and screaming in pain and waiting. We landed and EMS carried me off the aircraft.
Suggestion Narrative	All announcements, specially pilots to flight attendants, must be made loud, clearly and with enough time to give FAs the right opportunity to be back in our jump seat or a safety area.
Confidential	false