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March 12, 2024

Doug Brazy
Air Carrier and Space Investigations
National Transportation Safety Board

RE: Southwest Airlines Flight 4318 Crew Statements

Doug,

Per your request, please find below the statements from the crew involved in the aircraft accident due to a Flight Attendant sustaining a serious injury on March 9th, 2024.

Captain

We were descending on the RAVNN6 arrival into BWI. I had just returned from a lavatory break when I informed the Flight Attendants that we expected turbulence at the lower altitudes on the arrival. As we had briefed earlier, I requested that they secure the cabin early and take their jumpsuits. After I returned as pilot flying, a regional jet descending on the CAPPS3 arrival into KDCA reported severe turbulence at FL250. By now we were descending through FL270 and started encountering severe turbulence much earlier than expected. I immediately made a PA announcement to the cabin for Flight Attendants to take their seats. At no time did we ever lose aircraft control, and no limitations were exceeded. A few minutes later I received a call that a Flight Attendant in the aft galley had injured her arm and had reportedly hit her head as well. We declared a medical emergency with Potomac Control and expedited our approach into KBWI. Upon arrival to gate B13 in KBWI, Inflight Supervisors and EMS were on the jetway and standing by. At the gate I coordinated with Maintenance and ensured logbook entry was made.

First Officer

As pilot monitoring on the RAVNN6 arrival just past the THHMP waypoint, descending out of FL290 for FL230 at FZEEK, we encountered a pocket of abrupt severe turbulence. There were PIREP reports of turbulence at lower altitudes on the arrival. We notified the flight attendants and asked them to secure the cabin early. Just as the Flight Attendants were finishing their tasks, we encountered turbulence which apparently caused a flight attendant to fall and get injured. We immediately declared a medical emergency with Potomac Approach Control and requested direct to RAVNN on the arrival for ILS 10 in KBWI. We also coordinated with SWA Operations for medical personnel to be standing by at the gate upon our arrival. After landing we taxied to gate B13 where the Flight Attendant was escorted off the plane and medical personnel tended to them. We debriefed with Maintenance personnel and an aircraft logbook entry was entered.

'A' Flight Attendant

Approximately 30 mins from landing the Captain requested us to clean up and take our seats because there were reports of turbulence. The 'B' flight attendant, immediately began final descent announcement and we all proceeded to walk through the cabin collecting trash and for compliance.

Upon returning to the forward galley, the aircraft hit really rough turbulence. I grabbed for the jump seat and sort of slid on it. I buckled in immediately and the Captain called to ask if we were down. I told him yes assuming that, the 'C' flight attendant had sat in the aft jump seat because it was closest to her when the turbulence hit. The 'B' flight attendant called just then to say that her and the 'C' were hurt. She stated the 'C' had hit her head and elbow and the 'B' had fallen on the 'C' and hit her shoulder and knee.

There was a nonrev SWA FA seated near the back of the aircraft who helped the 'C' get to a pax seat, where she stayed until landing. The 'C' could not buckle her own seatbelt and was lightheaded. I landed up front by myself and the 'B' landed in her jump seat.

'B' Flight Attendant

I was B and was watching the clear zone for the Captain to use the restroom. As he was waiting to go back into the cockpit, he turned and said clean up the cabin and remain seated. I made the announcement for cabin clean up and I proceeded back, collecting trash was going back to my galley. The C met us (A&B) to take recycling to the back. The C and I were cleaning and securing the galley when out of nowhere SEVERE turbulence hit and we were thrown in a levitation position to the ceiling. The C landed on ground 1st hitting her head on top left and as I fell I fell half on her and galley floor as we were continuing to be bounced severely up and down. I was holding the C's head the best I could so her head would not keep bouncing on floor. I noticed her arm was bleeding and my ice pack was thrown on ground so I immediately put it on her arm.

The 2 men in last row were yelling for us to stay down and there was a nonrev flight attendant who yelled back, "Can I Help?" I said, yes. When the turbulence calmed enough for us to get the C in a PAX seat, we did. At that point the turbulence continued and we were trying to secure the galley and we took the jumpseat. The nonrev flight attendant was acting ABA, the turbulence continued and I was speaking with the Captain who informed me that the EMTs were notified for both the C and myself, we'd be on the ground in 18 minutes and he did not want anyone up!

Upon arriving at the gate, the Captain had everyone remain seated so the EMTs could take us off the plane. We then went up top. The C in a gurney and I walked up to give our statements. Meanwhile, Supervisors gathered info and our belongings for us. Also, our ABA was tremendously helpful and got the PAX names and numbers who witnessed the whole event. After being checked out (mainly the C, as she was quite injured) we both decided to fly home to Buffalo. The C's husband took her to WELL NOW where she was treated for her injuries and released. My husband took me home as I was just emotionally upset and very sore. I had hit my right shoulder, lower back and just bruised up.

'C' Flight Attendant (Injured)

I was in aft galley with B. Captain called and said he needed to use Lav. While the B went to forward galley I remained in aft. When B returned, she told me the Captain asked she and A to clean up early because he felt it was going to get bumpy as we made our way into BWI. As she made PA the A came from front picking up trash etc. and I the C started from the aft doing the same. I met A mid cabin and took her trash bag and recycle bag from her and returned to aft to put away. AND SUDDENLY VERY FAST AND VIOLENTLY

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myself and B were tossed around the galley. I was sent into the air and came down hitting my head and landing on the floor and the B landed on top of me. I held on to her and she held my head from hitting the floor. Two men in last row of seats were yelling to use to stay where we were and do not try to stand. When it seemed to stop we were able to get up, and the commuter ran to see if we were ok. She and the b moved me to a seat gave me ice for my lump on my head and my swelling left arm. They picked up galley and soon it stated all over again. We landed and Captain walked to back and took me out to where EMTS and SWA SUPS were waiting. EMTS checked me out and felt I could go home but I needed to follow up at home as soon as I landed. They also checked on the B.

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