



## Safety Report Details

**Number** SR-12839  
**Event Date** 5/20/2017 7:32 PM  
**Report Title**  
**Flight Number** 330  
**Station** DFW/KDFW - DALLAS-FORT WORTH/INTL, TX., UNITED STATES  
**Tail Number** N512NK  
**Aircraft Type** A319-132  
**Departure Airport** MSY/KMSY - NEW ORLEANS/INTL-LOUIS ARMSTRONG, LA., UNITED STATES  
**Scheduled Arrival Airport** DFW/KDFW - DALLAS-FORT WORTH/INTL, TX., UNITED STATES  
**Landing Airport** DFW/KDFW - DALLAS-FORT WORTH/INTL, TX., UNITED STATES

### Description Narrative

Captain called to advise of expected turbulence and advised flight attendants to take a seat for next 10-15 minutes. I immediately notified FA B and C via inter-phone to aft galley. I proceeded to make several PA announcements indicating seat belt sign was on, turbulence was expected and everyone needed to take a seat and have their seat belts fastened. Two passengers remained in the aisle waiting for the lav, I informed them both that the seatbelt sign was on, turbulence was expected and they were not only endangering themselves, but me because I could not secure myself until all passengers were seated. Passenger 20D used lav and returned to seat passenger 21E continued into the lav.

We experienced extreme turbulence, I was standing braced against the jumpseat making another warning announcement. Passenger was still in lav and stayed for a bit, when she exited, she said she was scared to come out but did not indicate she was injured.

I then received a call from AFT galley FA B notifying me that FA C was injured and to notify the Captain. I notified captain and told him I would have more details shortly. He asked if I passed on the warning, and I confirmed I had. I then walked through the cabin asking for medical assistance and sent 2 volunteers to the AFT to access situation. Passenger in 20D asked for some ice for her elbow as I was passing. I immediately returned to FWD galley filled air sick bag with ice and gave to passenger. I asked if she had her seat belt on now and reminded her that our announcements were for passenger and crew safety.

I received a call from AFT indicating FA was still on galley floor, FA was conscious and aware entire time indicating back pain and unable to move. They requested paramedics and a stretcher upon landing.

I notified Captain of update and requested he call ahead for assistance. He confirmed and indicated we would be on ground in 12-15? minutes. I relayed information to aft galley and they were going to secure FA on galley floor for landing.

Final Decent announcement was modified to inform all passengers to remain seated and keep aisle clear for medical personnel. Upon landing medics came on board to access and advised I could release passengers. They then brought a papoose (?) board and carried FA off.

### Suggestion Narrative