

UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF WASHINGTON
AT SEATTLE

ABDIKARIM KARRANI,

Plaintiff,

vs.

JETBLUE AIRWAYS CORPORATION, a
Delaware corporation,

Defendant.

Case No.:

COMPLAINT FOR DAMAGES,
INJUNCTIVE AND DECLARATORY
RELIEF AND DEMAND FOR JURY
TRIAL

I. PARTIES AND JURISDICTION

1.1 Plaintiff Abdikarim Karrani (“Karrani” or “plaintiff”) is a citizen of Washington State residing in Tukwila, Washington.

1.2 Defendant JetBlue Airways Corporation is a Delaware corporation doing business in Washington. The company will be referred to as “JetBlue.”

1.3 The federal district court has jurisdiction over this cause under 28 U.S.C. § 1331.

1.4 The claims asserted herein are not pre-empted by the Convention for the Unification of Certain Rules for International Carriage by Air (“Montreal Convention”),

COMPLAINT AND JURY DEMAND - 1

SHERIDAN LAW FIRM, P.S.
Hoge Building, Suite 1200
705 Second Avenue
Seattle, WA 98104
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1 which applies to “international carriage” as defined in the treaty, because the place of
2 departure in this case is Somalia, which is not a signatory party to the Montreal
3 Convention or any other international protocol governing air travel.

4 II. FACTS

5 A. Background

6 2.1 Abdikarim Karrani is Somali by birth and an African-American citizen of
7 the United States. Mr. Karrani is 81 years old. He speaks English with a Somali accent.
8

9 2.2 In late 2017, Mr. Karrani traveled from Seattle to Somalia.

10 2.3 While in Somalia, Mr. Karrani contracted (the “contract”) with Emirates
11 Airlines for a one-way flight from Somalia to Seattle, which included stops in Dubai and
12 New York City.

13 2.4 Mr. Karrani’s flight from Somalia to Dubai was late, so he missed his
14 connecting flight and was placed on a different flight to New York.

15 2.5 JetBlue assumed duties under the contract to bring Mr. Karrani from New
16 York to Seattle.
17

18 2.6 After landing at New York’s JFK Airport, on January 20, 2018, Mr. Karrani
19 boarded a flight operated by JetBlue flight (the “JetBlue flight”) from New York to Seattle.

20 2.7 The JetBlue flight, B6263, is a code-share flight, which Emirates publishes
21 and markets as EK6149. The boarding pass provided to Mr. Karrani for his flight from
22 New York to Seattle bore the Emirates logo. See Appendix.

23 2.8 Mr. Karrani sat in economy seating on the JetBlue flight.

24 2.9 Mr. Karrani is diabetic.
25

1 2.10 Mr. Karrani was the only African-American on the JetBlue flight.

2 2.11 During the JetBlue flight, a report of a medical emergency onboard caused
3 the plane to divert to Logan Airport in Billings, Montana.

4 2.12 Prior to landing in Billings, owing to his age and diabetic condition, Mr.
5 Karrani sought to use the restroom. The restroom door was closed and unlocked; the
6 vacancy sign was illuminated. Mr. Karrani opened the door and saw a woman standing in
7 the restroom with her back to him.
8

9 2.13 Embarrassed, Mr. Karrani quickly shut the door and proceeded to stand
10 outside. Caucasian JetBlue flight attendant Cindy Pancerman (“Pancerman”) asked Mr.
11 Karrani to use the back lavatory. As a then 81-year-old diabetic who experiences sudden
12 and urgent needs to use the restroom, Mr. Karrani, speaking clearly but with his Somali
13 accent, replied that he “would just wait for [the front restroom] to open up.”
14

15 2.14 Ms. Pancerman responded to Mr. Karrani by pushing him towards the back
16 lavatory. Startled and anxious, Mr. Karrani attempted to brush her hand off him. Mr.
17 Karrani proceeded to another restroom at the back of the plane.

18 2.15 After using that restroom, Mr. Karrani returned to his seat. From the
19 second restroom to his seat, Mr. Karrani told a flight attendant that he had his own medical
20 issues that required his use of the restroom or words to that effect, and said he had diabetes
21 and a prostate problem. No JetBlue employee spoke to him again, and no crew member
22 sought to assist Mr. Karrani with his medical situation, although the crew did provide
23 assistance to another non-black passenger with a medical situation.
24

25 2.16 No JetBlue employee or any third party stood near his seat during the flight

1 (as one would expect if he needed guarding), and on information and belief, no JetBlue
2 employee or other third party monitored him in any way after he returned to his seat.

3 2.17 Mr. Karrani posed no danger to anyone on the JetBlue flight, and JetBlue
4 had no reasonable belief that Mr. Karrani might have endangered the flight.

5 2.18 Upon landing, airport police boarded the plane and were informed by one or
6 more members of the JetBlue flight crew that an assault occurred on the plane during a
7 medical emergency.
8

9 2.19 Airport police removed Mr. Karrani from the JetBlue flight at the request of
10 the JetBlue flight pilot because Ms. Pancerman claimed to be “afraid of him.” On
11 information and belief, the JetBlue pilot is Caucasian.

12 2.20 Mr. Karrani was escorted by police through the aisle and out the door,
13 which caused him humiliation, because all other passengers were seated and observed his
14 departure. Mr. Karrani was removed against his will. He was the only person removed by
15 police from the JetBlue flight. On information and belief, the police were Caucasian.
16

17 2.21 The JetBlue flight did not depart immediately after Mr. Karrani was
18 removed from the flight, because Ms. Pancerman voluntarily decided to leave the flight,
19 which prevented the JetBlue flight from departing because the flight was understaffed by
20 her departure.

21 2.22 Owing to Ms. Pancerman’s voluntary decision to abandon the flight, all of
22 the passengers had to disembark the JetBlue flight and board another plane to Seattle. On
23 information and belief, they boarded a later flight to Seattle operated by JetBlue.
24

25 2.23 Jet Blue made no effort to determine the falsity of the accusations made by

1 Ms. Pancerman against Mr. Karrani.

2 2.24 Airport police officer Randy Winkley interviewed witnesses and issued a
3 report. The statements made to Officer Winkley and his report are attached as an appendix
4 to this complaint and is incorporated by reference. See Appendix.

5 2.25 JetBlue had access to the information obtained by Officer Winkley, which
6 is attached to the appendix, but made no effort to allow Mr. Karrani to board the next flight
7 to Seattle. JetBlue knew that Mr. Karrani was not a threat to the safety of any flight or any
8 person.
9

10 2.26 Mr. Karrani had the right to all the benefits, privileges, terms, and
11 conditions of the contractual relationship with Emirates and JetBlue, and in violation of the
12 law, JetBlue impeded and circumvented Mr. Karrani's right to enforce the full and equal
13 benefit of his contract to fly from New York to Seattle as was enjoyed by white citizens
14 who were passengers on the JetBlue flight.
15

16 2.27 Mr. Karrani was driven away from the JetBlue flight by police after his
17 removal from the plane but was not charged with any crime, because he committed no
18 crime. Mr. Karrani was seated in the police car's "front passenger seat because ... he did
19 not act in a threatening manner in any way." See Appendix.

20 2.28 JetBlue made no effort to obtain transportation for Mr. Karrani from
21 Billings to Seattle. Mr. Karrani was lightly dressed, and JetBlue made no effort to provide
22 him with warm clothes.
23

24 2.29 The police drove Mr. Karrani to a hotel in Billings, but because he had no
25 credit card, and the hotel would not let him pay cash, Mr. Karrani had to find another hotel

1 that would take his cash. Mr. Karrani stayed overnight in Billings, and the next day he
2 used much of his remaining cash to buy a ticket on Delta. He flew home to Seattle on
3 January 21, 2018. See Appendix.

4 2.30 Later, Mr. Karrani contacted JetBlue seeking a refund for the cost of his
5 Delta flight, but JetBlue did not respond to his request.

6 2.31 JetBlue did not apologize for its conduct, or for the harm caused to Mr.
7 Karrani by the acts of JetBlue.

8 2.32 JetBlue's acts and omissions harmed Mr. Karrani and were malicious,
9 oppressive or in reckless disregard of his rights.

10 2.33 JetBlue is responsible for the acts and omissions of their officers, agents and
11 employees under the legal doctrine of respondeat superior.

12 **III. CAUSE OF ACTION**

13 3.1 Plaintiff re-alleges the facts set forth in paragraphs 2.1-2.33 above and
14 incorporates the same by reference.

15 3.2 Plaintiff's race, national origin and ethnicity were "material" and
16 "substantial" factors in JetBlue's decision to remove Mr. Karrani from the JetBlue Flight
17 and in the additional mistreatment that preceded and followed his removal from the
18 JetBlue flight.

19 3.4 The facts state a claim for discrimination under 42 U.S.C. § 1981.

20 **IV. PRAYER FOR RELIEF**

21 WHEREFORE, plaintiff prays for relief as follows:

22 4.1 Contract damages;

1 4.2 Out of pocket damages owing to Mr. Karrani's removal from the JetBlue
2 flight;

3 4.3 Nonmedical damages for emotional harm, including, but not limited to, loss
4 of enjoyment of life, pain and suffering, mental anguish, emotional distress, injury to
5 reputation, fear, and humiliation;

6 4.4 Punitive damages;

7 4.5 Injunctive relief requiring JetBlue employees to receive training regarding
8 race-related implicit bias;
9

10 4.6 Declaratory relief;

11 4.7 Reasonable attorney's fees and costs;

12 4.8 Whatever further and additional relief the court shall deem just and
13 equitable.
14

15 **V. DEMAND FOR JURY**

16 5.1 Plaintiff hereby demands that this case be tried before a jury of twelve.

17 DATED this 15th day of October, 2018.

18 THE SHERIDAN LAW FIRM, P.S.

19
20 By: s/John P. Sheridan

21 John P. Sheridan, WSBA # 21473
22 Hoge Building, Suite 1200
23 705 Second Avenue
24 Seattle, WA 98104
25 Phone: 206-381-5949
 Fax: 206-447-9206
 Email: jack@sheridanlawfirm.com

Attorneys for Plaintiff

APPENDIX

PASSENGER TICKET AND BAGGAGE CHECK
 CONTRACT
ETKT

ISSUED BY:

NAME OF PASSENGER (NOT TRANSFERABLE):
 KARRANI/ABOIKARIM
FROM:
 ** NOT VALID FOR **
TO:
 ** TRANSPORTATION **
ENDORSEMENTS/RESTRICTIONS

ISSAGT ID:
 DL/LW
FARE BASIS:
 DL/LW
CLAS DATE:
 ** AUDIT **
CARRIER/FLIGHT:
 ** AUDIT **

DATE OF ISSUE:
 21JAN18
ISS OFF CODE:
 DL
PLACE OF ISSUE:
 BILFLO
TOUR CODE:
 6
RE S: INVALID BEFORE: INVALID AFTER:

PNR CODE:
 G972MY
CONU TKTNO:

ISSUED IN EXCHANGE FOR:

FARE CALCULATION:
 BIL DL X/SLC DL SEA357.21HA0VA0MC USD357.21END ZP BILSLC XF BIL3 SLC4.5
FARE:
 USD357.21
EQUIVALENT FARE PAID:
 USD357.21
FORM OF PAYMENT:
 CASH

PCS: CKWTE UNCKWTE: UNCKWTE: UNCKWTE:

SEQUO: ALLOW: PCS: CKWTE: UNCKWTE:

STOCK CONTROL NUMBER TX
 0 006 2146598319 1

DOCUMENT NUMBER
 0 006 2146598319 1

TOTAL:
 USD405.50

NOT VALID FOR TRAVEL

DATE:
 ESAC:

DOCUMENT NUMBER:
 0 006 2146598319 1

Audit Coupon

Auditor

Ticket Document Charges

| Tax | Amount | Tax | Amount | Tax | Amount | Tax | Amount | Tax | Amount | Tax | Amount |
|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|
| AY | 5.60 | US | 26.79 | XF | 7.50 | ZP | 8.40 | | | | |

KARRANI000001

From: ticketreceipt ticketreceipt@delta.com
 Subject: RE: [EXTERNAL] Itineraries to my flight from billings MN to Seattle.
 Date: July 30, 2018 at 12:46 PM
 To: Abdikarim Karrani karrania06@gmail.com

T

Hello,

Below are your requested receipt(s). If I can be of further assistance, please feel free to email us back.

Thank you for your continued support of Delta Air Lines.

Angella Starr

Ticket receipts- 823



| PASSENGER TICKET AND BAGGAGE CHECK | | | | PASSENGER TICKET AND BAGGAGE CHECK | | | |
|---|--|-------------------------|--|------------------------------------|--|----------------|--|
| CONTRACT | | | | PASSENGER COUPON | | | |
| ISSUED BY: | | ETKT | | AUDIT COUPON | | 0 OF 2 | |
| NAME OF PASSENGER (IN OT TRANSFERABLE): | | ISSAGT ID: | | DATE OF ISSUE: | | ISS OFF CODE: | |
| KARRANI/ABOIKARIM | | DULW | | 21JAN18 | | DL | |
| FROM: | | FARE BASIS: | | PLACE OF ISSUE: | | IN SI: ISO: | |
| ** NOT VALID FOR ** | | H00VA0MC | | BILFTO | | US | |
| TO: | | H00VA0MC | | TOUR CODE: | | Ft: | |
| ** TRANSPORTATION ** | | H00VA0MC | | | | 6 | |
| ENDORSEMENTS/RESTRICTIONS | | FARE BASIS: | | INVALID BEFORE: | | INVALID AFTER: | |
| | | H00VA0MC | | | | | |
| ORIGINAL ISSUE: | | ISSUED IN EXCHANGE FOR: | | PNR CODE: | | G972MY | |
| FARE CALCULATION | | | | CONTRACT NO: | | | |

KARRANI000002

| | | | |
|---|------------------------------------|--|-----------------------------|
| BIL DL X/SLC DL SEA357.21HA0VA0MC USD357.21END ZP BILSLC XF BIL3 SLC4.5 | | ***** | |
| FARE: USD357.21 | EQUIVALENT FARE PAID: USD357.21 | FORM OF PAYMENT: CASH | |
| TX: See Tax Coupon > | PCS: CK WT: UNCK WT: | SEQ NO: | ALLOW: PCS: CK WT: UNCK WT: |
| TX: | STOCK CONTROL NUMBER TX | DOCUMENT NUMBER | |
| TX: | | 0 006 2146598319 1 | |
| TOTAL: USD405.50 | | NOT VALID FOR TRAVEL AIL: FLIGHT: FROM: TO: CMPT: DATE: ESAC: DOCUMENT NUMBER: 0 006 2146598319 1 Audit Coupon | |

1 2 3 4 Auditor

Ticket Document Charges

| Tax | Amount | Tax | Amount | Tax | Amount | Tax | Amount | Tax | Amount | Tax | Amount | Tax | Amount |
|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|-----|--------|
| AY | 5.60 | US | 26.79 | XF | 7.50 | ZP | 8.40 | | | | | | |

ITINERARY:

| ORG | DST | STATUS | CARRIER | NBR | FLT # | CLASS | FLT DATE |
|-------------------|-----|--------|---------|-----|---------|-------|----------|
| | | | | DPT | TIME | ARR | TIME |
| RD | | | DL | | 1698 | H | 21 JAN |
| 2018 | BIL | SLC | NN/HK | 01 | 6:20 AM | | 7:53 AM |
| RD | | | SEAT | | 1698 | | 21 JAN |
| 2018 | BIL | SLC | CI/ON | 20A | | | |
| KARRANI/ABOIKARIM | | | | | | | |
| | | | DL | | 827 | H | 21 JAN |
| 2018 | SLC | SEA | NN/HK | 01 | 8:35 AM | | 10:01 AM |
| RD | | | SEAT | | 827 | | 21 JAN |
| 2018 | SLC | SEA | CI/ON | 35D | | | |
| KARRANI/ABOIKARIM | | | | | | | |

KARRANI000003

Angella Starr

This message (including any attachments) contains confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this message and any disclosure, copying, or distribution of this message, or the taking of any action based on it, by you is strictly prohibited. See the Delta [Privacy Policy](#).

From: Abdikarim Karrani [mailto:karrania06@gmail.com]
Sent: Sunday, July 22, 2018 10:23 AM
To: ticketreceipt <ticketreceipt@delta.com>
Subject: Re: [EXTERNAL] Itineraries to my flight from billings MN to Seattle.

Delta flight No Salt lake 1698,salt lake to Seattle flight No 827
Date of transactoon Jan 21.18
Origin Airport Billings
Ticket payment was Cash
Passenger Name Abdikarim A Karrani
That is what I can proved you,sorry for the dilay ,Thanks

On Thu, May 24, 2018, 11:05 AM ticketreceipt <ticketreceipt@delta.com> wrote:

Mr./Ms. Karrani

In order to process your request for a ticket/baggage receipt I am going to need more information see below.

Date of Transaction:
Origin Airport:
Credit Card used:
Passenger name : (exactly as it appears on the ticket):
Ticket number :
Confirmation #:

We certainly appreciate your business and loyalty to Delta.

Sincerely,

Maria Veliz

Delta Air Lines Inc.

Ticket Records – Dept. 815



From: Abdikarim Karrani [mailto:karrania06@gmail.com]
Sent: Tuesday, May 01, 2018 2:54 AM
To: ticketreceipt <ticketreceipt@delta.com>
Subject: [EXTERNAL] Itineraries to my flight from billings MN to Seattle.

KARRANI000004

Will you please reprint my itineraries on Jan 21 form Billings to Seattle which I did a cash payment, my name is Abdikarim A Karrani, Thanks

KARRANI000005



CITY OF BILLINGS

CITY ATTORNEY'S OFFICE
P.O. BOX 1178
BILLINGS, MONTANA 59103

(406) 657-8205
FAX (406) 657-3067

March 20, 2018

Abdikarim Karrani
3730 So. 148th St. #66
Tukwila, WA 98168

RE: Your Public Records Request

Dear Mr. Karrani:

Thank you for your public records request. Montana statutes provide that *public criminal justice information* may be released without review by a court, but release of *confidential criminal justice information* is "restricted to criminal justice agencies, to those authorized by law to receive it, and to those authorized to receive it by a district court upon a written finding that the demands of individual privacy do not clearly exceed the merits of public disclosure." See §44-5-303(1), Montana Code Annotated (MCA).

Public criminal justice information is defined in §44-5-103(13), MCA. Public criminal justice information "originated by a criminal justice agency" includes: initial offense reports; initial arrest records; bail records; and daily jail occupancy rosters. See §44-5-103(13)(e)(i)(ii)(iii)(iv), MCA.

Enclosed please find the Billings Police Department documents necessary to fulfill your public records request. I have redacted phone numbers, social security numbers, driver's license numbers and birthdates as this is information I am forbidden by law from releasing.

If you have any questions, please feel free to contact our office.

Sincerely,

BILLINGS CITY ATTORNEY'S OFFICE

Thomas Pardy
Deputy City Attorney

KARRANI000006

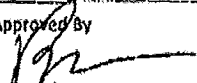
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CITYOFBILLINGSAIRPOR

PAGE 01

AIRPORT POLICE DIVISION

Incident Report

| | | | | | |
|-----------------------|----------------------|--|-------|----------------|----------------|
| Report # | Date/Time of Report | Date/Time of Incident | | | |
| 2018 9 | 01/20/2018 2020 | 01/20/2018 2020 | | | |
| Reporting Party | Role in Incident | Agency | | | |
| PANCERMAN, CINDY | Complainant | Individual | | | |
| Address | City | State | ZIP | Home Phone | Business Phone |
| 850 Lake Carolyn Pkwy | Las Colinas | TX | | | |
| Nature of Report | Location of Incident | | | | |
| Disturbance | ON AIRCRAFT IN AIR | | | | |
| Name | Suspect/Victim | Sex | Race | DOB | Age Home Phone |
| Karrani, Abdikarim A | Suspect | Male | | | 80 |
| Home Address | City | State | ZIP | | |
| 3730 S 148th St #66 | Tukwila | WA | 98168 | | |
| Business Address | City | State | ZIP | Business Phone | |
| | | | | | |
| Reporting Officer | Assisting Officers | Approved By | | Date | |
| Winkley, Randy | |  | | | |

Circumstances

ON 1/20/18 AT ABOUT 2020 HRS I RESPONDED TO A DIVERTED AIRCRAFT LANDING AT THE BILLINGS LOGAN AIRPORT. THERE WAS A JET BLUE AIRCRAFT COMING IN WITH A MEDICAL EMERGENCY. THE FLIGHT WAS COMING FROM NEW YORK AND HEADING TO SEATTLE. THE EMERGENCY WAS A 84 YEAR OLD LADY POSSIBLY HAVING A STROKE.

I ARRIVED A ASSISTED MEDICAL PERSONNEL. I WAS THEN ADVISED THAT THE STAFF ON THE JET NEEDED TO TALK TO ME ABOUT AN ASSAULT THAT OCCURRED AT THE SAME TIME AS THE MEDICAL EMERGENCY.

I WENT ON BOARD THE PLANE AND CONTACTED FLIGHT ATTENDANT CINDY PANCERMAN. SHE TOLD ME THAT WHEN THE EMERGENCY HAPPENED, A GENTLEMAN (MR. KARRANI) WENT TO USE THE FRONT BATHROOM. CINDY TRIED TO GUIDE MR. KARRANI TO THE REAR BATHROOM SINCE THE FRONT ONE WAS OCCUPIED AND THE EMERGENCY WAS OCCURRING NEXT TO THAT BATHROOM. CINDY SAID THAT SHE TRIED TO GUIDE MR. KARRANI TO THE BACK OF THE PLANE WHEN HE SWATTED AT HER.

I OBSERVED NO VISIBLE INJURIES TO CINDY. SHE DID NOT COMPLAIN OF ANY PAIN. I TALKED WITH HER AND THE CAPTAIN AND ASKED THEM WHAT THEY WANTED ME TO DO. THEY ASKED ME TO REMOVE MR. KARRANI FROM THE PLANE BECAUSE CINDY WAS AFRAID OF HIM.

I THEN WENT AND CONTACTED MR. KARRANI AND TOLD HIM THAT HE WAS NOT UNDER ARREST, BUT HE DID NEED TO EXIT THE PLANE. HE WAS VERY COOPERATIVE AND DID EVERYTHING I ASKED OF HIM. I TOLD HIM WHY HE HAD TO LEAVE AND I ESCORTED HIM TO MY CAR. I ASKED HIM ABOUT LUGGAGE. HE SAID HE DID NOT HAVE ANY TO GET.

I HAD HIM SIT IN MY FRONT PASSENGERS SEAT BECAUSE HE WAS ELDERLY AND DID NOT ACT IN A THREATENING MANNER IN ANY WAY. HE TOLD ME THAT HE HAS MEDICAL ISSUES HIMSELF AND THAT HE DID NOT ASSAULT THE FLIGHT ATTENDANT. HE DID INDICATE THAT HE WAS SURPRISED THAT SOMEONE WAS IN THE BATHROOM AND THEN EVEN FURTHER SHOCKED WHEN HE WAS TOUCHED BY THE FLIGHT ATTENDANT. I DID NOT SMELL ANY ODOR OF INTOXICANTS COMING FROM MR. KARRANI.

KARRANI000007

03/20/2018 08:08 14066573012

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PAGE 02

I DROVE HIM AROUND TO THE FRONT OF THE AIRPORT WHERE HE COULD CALL FOR A HOTEL ROOM AND SHUTTLE. I HELPED HIM DO THIS BECAUSE HIS ENGLISH WAS NOT REAL STRONG. I IDENTIFIED HIM USING HIS WASHINGTON STATE DRIVERS LICENSE. I EXPLAINED TO HIM THAT HE COULD COME BACK IN THE MORNING AND CATCH ANOTHER FLIGHT TO SEATTLE. I THEN WAITED FOR THE SHUTTLE TO COME AND GET HIM.

I TOOK WRITTEN STATEMENTS FROM THREE FLIGHT ATTENDANTS AND TWO PASSENGERS. ALL OF THESE STATEMENTS ARE ATTACHED. FROM READING ALL OF THE STATEMENTS, TALKING WITH THE PEOPLE, AND LOOKING AT THE TOTALITY OF THE CIRCUMSTANCES, I DO NOT BELIEVE THIS INCIDENT REACHES THE LEVEL OF AN ASSAULT.

CINDY WAS EMOTIONALLY UPSET TO THE POINT WHERE SHE COULD NOT CONTINUE TO WORK. THIS AIRCRAFT COULD NOT GO ANY FURTHER BECAUSE IT WAS NOW UNDER STAFFED. ALL OF THE PASSENGERS HAD TO GET OFF AND ANOTHER JET BLUE AIRCRAFT WAS CALLED IN TO TAKE THEM TO SEATTLE. THIS OCCURRED AROUND 2330 HRS.

CINDY'S STATEMENT IS ATTACHED ALONG WITH TWO OTHER FLIGHT ATTENDANTS (MARY SALVADOR AND LAMONT WILKINSON)

THERE ARE ALSO TWO WITNESS STATEMENTS FROM TWO PASSENGERS (DANIELLE RICHARDSON AND KENNETH ESPIRITU SANTO) ATTACHED.

THIS IS AN INFORMATIONAL REPORT ONLY.

KARRANI000008

Received Fax : Mar 20 2018 08:03AM Fax Station : City Of Billings Legal page 3

03/20/2018 08:08 14065573012

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PAGE 03

BILLINGS POLICE DEPARTMENT**WITNESS HEADING**

C&O Number: _____ Location: _____

Date: 1/20/18 Time Started: _____ Time Concluded: _____I, Cindy Pancremon DOB: [REDACTED]Address: 850 Lake Carolyn Pkwy Home Ph: [REDACTED] Work Ph: _____Las Colinas, TX
make this true and voluntary statement without threats or promises to Officer Winkley of the Billings Police Department.

Pax seated in 7B came up to use the fwd lav during a medical that was taking place. There was another pax in the lav and the door was locked. Somehow he got the door open and began yelling at the woman in the lav for not locking the door. I asked him to use the lav in the rear of the cabin and he started screaming at me. I told him we were in the midst of a medical situation and preparing to land. I went to put my arm behind him, without touching him, and he forcefully hit my arm away. He went to the rear of the cabin and told the other flight attendants that I hit him.

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.

Signed C. Pancremon Date 1/20/18

KARRANI000009

Received Fax : Mar 20 2018 08:03AM Fax Station : City Of Billings Legal Page 4

03/20/2018 08:08

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2018-7

JET BLUE

(ADROOR)

CASE #1110

BILLINGS POLICE DEPARTMENT**WITNESS HEADING**

C&O Number: _____ Location: _____

Date: 1/20/18 Time Started: _____ Time Concluded: _____I, MARY KNN SALVADOR DOB: [REDACTED]Address: 801 S. KING ST. #2110 Home Ph: [REDACTED] Work Ph: [REDACTED]make this true and voluntary statement without threats or promises to Officer [REDACTED] of the Billings Police Department.

OUR FLIGHT HAD A MEDICAL EMERGENCY WHILE WE WERE UP IN THE AIR. A DOCTOR ONBOARD WAS HELPING A CUSTOMER SEATED IN ROW 1B. OUR FI FLIGHT ATTENDANT WAS ASSISTING UPFRONT WHILE WE WERE ASKED BY THE CAPTAIN TO PREPARE THE CABIN TO LAND IN BILLINGS. A CUSTOMER CAME UP FRONT AND WANTED TO USE THE LAVATORY. I SAW CINDY (FLIGHT ATTENDANT) STOPPING HIM AND ASKED HIM TO USE THE BACK LAVATORY. AS I WAS ABOUT TO WALK TOWARDS THE FRONT, I SAW THE CUSTOMER PUSHED/TOUCHED HER HAND. CINDY CALLED IN THE BACK AND TOLD US AS THE CUSTOMER WALKED BACK. HE RAISED HIS VOICE AND SAID, I DID NOT TOUCH HER, SHE PUSHED ME. HE EVEN SAID, I DO NOT CARE ABOUT THE MEDICAL EMERGENCY IN THE FRONT. CINDY DID NOT HURT HIM IN ANY WAY.

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.

Signed [Signature]Date 1/20/18**KARRANI000010**

03/20/2018 08:08 14066573012

CITYOFBILLINGSAIRPOR

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Jen BLUE

AARPOR

APD-2018-9

BILLINGS POLICE DEPARTMENT

WITNESS HEADING

C&O Number: _____ Location: _____

Date: 1/20/18 Time Started: _____ Time Concluded: _____

I, Lament Wilkerson DOB: [REDACTED]

Address: 1250 Hunt St #1305 Home Ph: [REDACTED] Work Ph: [REDACTED]

Richardson TX 75082
make this true and voluntary statement without threats or promises to Officer Hankley of the Billings Police Department.

A passenger came to the AA galley. The F2 asked why did he push the F1, he replied that he didn't hit her and she hit him. The F2 informed him that there was an emergency situation then he responded that he didn't care because he has his own medical situation too. He went into the lav. saying she pushed me. The F1 came to the back to talk to the guy to try to solve the situation but after thinking about it didn't feel comfortable with him and then called the Captain to inform him of the situation.

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.

Signed

Date 01/20/18

KARRANI000011

03/20/2018 08:08 14066573012

CITYOFBILLINGSAIRPOR

PAGE 06

BILLINGS POLICE DEPARTMENT**WITNESS HEADING**

C&O Number: _____ Location: _____

Date: 1-20-18 Time Started: _____ Time Concluded: _____I. Danielle Richardson DOB: _____

Address: _____ Home Ph: _____ Work Ph: _____

make this true and voluntary statement without threats or promises to Officer Frankley of the Billings Police Department.

I witnessed an elderly man come to use the restroom at the front of the plane. ~~the~~ even though there was someone in the restroom at the time they had not locked the door causing the available sign to remain illuminated. At which time the elderly man opened the door and immediately shut it after seeing someone in there. At this time he appeared flustered and the flight attendant Cindy told the elderly man to use the restroom at the back of the plane. He said he "would just wait for this one to open up" at which time Cindy persisted and began to use force to remove the man. After Cindy put her hands on the elderly man's shoulder to arm he did a motion to free his body from her. at NO point did I witness him push Cindy nor did he say anything aggressive or out of turn. He then proceeded to the back restroom with no further resistance. the whole interaction lasted 30 seconds. ~~and it was my~~ I observed no pushing nor ~~any~~ threat to Cindy nor any other passengers. Please protect and save and uphold the constitution, this man did

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.

Signed [Signature]Date 1-20-18

other than try to use the restroom.

1-20 KARRANI000012

Received Fax

Mar 20 2018 08:03AM

Fax Station : City Of Billings Legal

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03/20/2018 08:08

14066573012

CITYOFBILLINGSAIRPOR

PAGE 07

(AIRPORT) CASE # AA 0018-7

BILLINGS POLICE DEPARTMENT

WITNESS HEADING

C&O Number: _____ Location: _____

Date: 1/20/18 Time Started: _____ Time Concluded: _____I, Kenneth Espinosa DOB: [REDACTED]Address: _____ Home Ph: [REDACTED] Work Ph: _____

make this true and voluntary statement without threats or promises to Officer HENKLEY of the Billings Police Department. (AIRPORT)

THE GENTLEMAN IN QUESTION WALKED UP TO USE THE RESTROOM. HE OPENED THE DOOR BUT WAS FLUSTERED TO SEE ANOTHER PASSENGER IN THE RESTROOM. SECONDS LATER, THE STEWARDESS TRIES TO REMOVE HIM FROM THE AREA BY PLACING HER HANDS ON HIS WAIST. HE RESPONDED BY REMOVING HER HANDS OFF OF HIM. SHE IMMEDIATELY CALLS THE BACK OF PLANE AND SAYS HE STRUCK HER "PUSH", WHICH IS 100% INCORRECT. SHE WAS AT FAULT.

JB

- MOSAIC CUSTOMER

I HAVE READ THE ABOVE STATEMENT AND IT IS TRUE AS WRITTEN.
Signed [Signature]

Date 1/20/18

KARRANI000013

03/20/2018 08:08

14066573012

CITYOFBILLINGSAIRPOR

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CITY OF BILLINGS REQUEST FOR PUBLIC RECORDS

Cynthia Pomeroy (Applicant) do hereby make application for inspection and copying of the following public records of the City of Billings, Montana:

Flight report for passenger who assaulted me on JetBlue flight 268 which diverted to Billings for medical emergency on 1/20/18

Please be as accurate as possible in your request to assist in locating the records as quickly as possible.

(Applicant) Cynthia Pomeroy Date 3/15/18
Address 10343 17th Avenue Whitestone, NY 11357
Phone Home [REDACTED] Work [REDACTED]
DEPT. HEAD AUTHORIZATION [REDACTED]

INTERMEDIATE USE ONLY (BELOW THIS LINE)

THE ABOVE REQUESTED RECORDS ARE (CHECK ONE)

☒ Available for inspection in the office of the City Clerk immediately upon processing your request.

☐ To be copied at your expense and will be made available to you on _____ (date)
_____ o'clock _____ M.

☐ Currently in storage use and not available for inspection/copying at this time. These records will be made available to you in the office of _____ on the _____ day of _____, 200____ at _____ o'clock _____ M.

☐ Not subject to disclosure pursuant to Montana Public Records Statutes (Art II, Sec 9, Mont. Const. M.C.A. 7-2-114).

☐ The subject of a written request for a determination from the Attorney General as to whether they are subject to disclosure.

☐ Non-existence due to "vagueness" of request. (Not enough information to process request).

☐ Non-existence due to the fact that it requires the creation of documents.

NUMBER OF COPIES OR PAGES _____ PER PAGE CHARGE: \$0.25
TOTAL CHARGE \$ _____ INITIALS OF PERSON FILLING REQUEST: _____

KARRANI000014



شركة طريق السماء للسفر والسياحة ذ.م.م

Skyway Travel Tourism Co. LLC

Galileo Reference: 54B3G6

Galileo Reference: 54B3G6

Passenger(s):

KARRANI/ABDIKARIMAHMEDMR

FLIGHT: Hargeisa to Dubai (EK2183) Vendor Locator: NACNEB

Friday, January 19

Date: January 19, 2018 (Fri)
 Departs: 08:15 hrs
 Airline: Emirates Airlines
 Arrives: 12:50 hrs
 Flight: EK2183 (Operated by FLYDUBAI)
 From: Hargeisa, Somalia
 Airport: HGA - Hargeisa Arpt
 To: Dubai, United Arab Emirates
 Airport: DXB - Dubai Intl Arpt, Terminal 2
 Class: SHUTTLE (U)
 Baggage: ADT 2PC
 Stops: Non-stop
 Duration: 03:35
 Status: Confirmed
 Aircraft: Boeing 737
 In flight service: Non-smoking
 Service(s): 1765115689373C1 - Confirmed

FLIGHT: Dubai to New York (EK207) Vendor Locator: NACNEB

Friday, January 19

Date: January 19, 2018 (Fri)
 Departs: 15:00 hrs
 Airline: Emirates Airlines
 Arrives: 20:40 hrs
 Flight: EK207 (Operated by Emirates Airlines)

KARRANI000015

From: Dubai, United Arab Emirates
 Airport: DXB - Dubai Intl Arpt, Terminal 3
 To: New York, NY United States
 Airport: JFK - John F Kennedy Intl, Terminal 4
 Class: SHUTTLE (U)
 Baggage: ADT 2PC
 Stops: Non-stop
 Duration: 14:40
 Status: Confirmed
 Aircraft: Airbus Industrie A380-800 Pax
 In flight service: Meal, Non-smoking
 Service(s): 1765115689373C2 - Confirmed

FLIGHT: New York to Seattle (AS7) Vendor Locator: JFZRWU

Saturday, January 20 

Date: January 20, 2018 (Sat)
 Departs: 07:15 hrs
 Airline: Alaska Airlines
 Arrives: 10:45 hrs
 Flight: AS7 (Operated by Alaska Airlines)
 From: New York, NY United States
 Airport: JFK - John F Kennedy Intl, Terminal 7
 To: Seattle, WA United States
 Airport: SEA - Seattle Tacoma Intl Arpt
 Class: ECONOMY (K)
 Baggage: ADT 2PC
 Stops: Non-stop
 Duration: 06:30
 Status: Confirmed
 Aircraft:
 In flight service: Food for purchase, Food for purchase, Movie, In-seat Power Source,
 Alcohol no co
 : t, Non-smoking
 Service(s): 1765115689373C3 - Confirmed


ECONOMY

KARRANI / ABDIKARIMAHMEDMR

| SEATTLE | B6263 | 20 JAN | Seating zone |
|---------|-------------|----------------|--------------|
| Gate | Boarding at | Gate closes at | Seat |
| 7 | 1703 | 9A | C |

1762312213577-2

Seq 38


ECONOMY

KARRANI / ABDIKARIMAHM

| B6263 | 20 JAN | JFK - SEA | Seating zone |
|-----------|--------|-----------|--------------|
| Departure | Seat | | |
| 1738 | 9A | | C |

Seq 38

**ECONOMY**

KARRANI / ABDIKARIMAHMEDMR

| NEW YORK - JFK | EK201 | 20 JAN | Seating zone |
|----------------|-------------|----------------|--------------|
| Gate | Boarding at | Gate closes at | Seat |
| A2 | 0740 | 0810 | 80C C |

1762312213577-1

Seq 552

dnata

dnata Customer Services**Transfer Passenger Information**

| | | |
|--------------------------|-----------------------|--------------------|
| Arrival Flight | Arrival Date | Origin |
| FZ662 | 19 JAN | HGA |
| Connection Flight | Departure Date | Destination |
| EK201 | 20 JAN | JFK |
| Customer Name: | Group Of: | |
| KARRANI MR | 1 | |

Note: This Document cannot be Treated as a Boarding Pass.**Step 1)** To get your Boarding Pass, Do the Following:Report to Counter No. **K** at the Connections Desk by **0400** hrs at Terminal **3** Duba Time**Step 2)**

Did you have any Bags Checked-in from the Airport you started off ?

Present all your checked-in Baggage Tags to our Connections Desk Agent.

This will ensure your bags make it to your next flight.

Kindly note that the connections desk closes 60mins before your flight departure time.

Local Date and Time

1/19/2018 2:35:19 PM

Issuing Staff No. 409656

KARRANI000017



ECONOMY

KARRANI / ABDIKARIMAHMEDMR

SEATTLE

B6263

20 JAN

Gate

Boarding at

Gate closes at

Seat

Seating
zone

7

1703

9A

C

Seq 38 1762312213577-2

Seq 38

Seq 38

BOARDING PASS



ECONOMY

KARRANI / ABDIKARIMAHM

B6263

20 JAN

JFK - SEA

Departure

Seat

Seating
zone

1738

9A

C

Seq 38

KARRANI000018

FE*1762312213577

E M I R A T E S ISSUED

ETKT 176 2312 213 577

ACN P7MDLW

ISSUED 19JAN18 07.55.17Z EKTQYE AGT 86492711 AE PNR NACNEB

DUBAI / REV OPT DEPT EGHQ

KARRANI/ABDIKARIMAHMEDMR

| FARE BASIS | CP | BRD OFF | CR | FLT | C | DATE | ST | TIME | FARE BASIS | BAG STATUS |
|------------------|----|---------|-----|-----|--------|----------|------|------|------------------|-------------|
| 176 2312 213 577 | | | | | | | | | 176 2312 213 577 | |
| ULWSSO1 | 1 | DXBJFK | EK | B | 201 U | 20JAN OK | 0830 | | ULWSSO1 | 2PC OPEN |
| ULWSSO1 | 2 | JFKSEA | B66 | B | 203 BY | 20JAN OK | 1738 | | ULWSSO1 | 2PC B6 CTRL |

VALIDITY

CPN1 20JAN2018

CPN2 20JAN2018

REF/CHNG ENDO TO NON-END/FLEX/VALID AS/NON-REF//CHNG SUBJ TO FEE / INVOL
REROUTE

AS SEA 20 FCALC HGA EK X/DXB EK NYC 263.00 AS SEA 203.72 NUC466.72END RO
E1.0 XF JFK4.5END ROE1.00

FARE USD467.00

TAXES PD35F6 PD5ZR PD100D4

PD150FT PD90NS PD30AY

PD70US PD20XA PD30XY

PD30YC PD1000YQ PD20XF

TOTAL NOADC

TOUR EZM

PAYM TKT *MS

EXCH 1765115689373

ORIG 176 5115 689373 DXB15JAN18 86211204

#TE

01 PNR CREATOR/SWI/1G/54B3G6/38FR/99999992/DXB/AE/*T/*/*/*/*T

ICKET CREATOR EKTQYE/86492711 LEID-0CBBB4

19JAN18 0755Z SYSEK

#TE... ANY ADDITIONAL INFO ABOUT THIS ETKT

KARRANI000019

Dude Rancher Lodge
415 North 29th St.
Billings, MT 59101
406-259-5561

Folio#: 89310

KARRANI, ABDIKARIM

TUKWILA, WA 98168

Company:

Room: 202

Arrival: 1/20/2018

Departure: 1/21/2018

| Trans # | Date | Posting Description | Charges | Payments | Balance |
|----------|-----------|---------------------|---------|----------|---------|
| 378626 | 1/20/2018 | Rm: 202 WINTER RATE | \$70.00 | \$0.00 | \$70.00 |
| 378627 | 1/20/2018 | TBID FEE | \$2.00 | \$0.00 | \$72.00 |
| 378628 | 1/20/2018 | ROOM TAX | \$4.90 | \$0.00 | \$76.90 |
| 378629 | 1/20/2018 | CASH | \$0.00 | \$76.90 | \$0.00 |
| Balance: | | | | | \$0.00 |

Membership Tier:

Membership#:

Method of Pay: Cash

Signature:

Folio Summary

Previous Balance: \$0.00

Room Charges: \$70.00

Other Charges/Credits: \$0.00

Phone Charges: \$0.00

Tax: \$6.90

Less Payments: \$76.90

Total Amount Due: \$0.00