

**ASRS Database Report Set**

**Passenger Misconduct Reports**

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Report Set Description.....A sampling of reports that reference passenger misconduct.

Update Number.....13.0

Date of Update .....February 6, 2008

Number of Records in Report Set.....50

Number of New Records in Report Set .....2

Type of Records in Report Set.....For each update, new records received at ASRS will displace a like number of the oldest records in the Report Set, with the objective of providing the fifty most recent relevant ASRS Database records. Records within this Report Set have been screened to assure their relevance to the topic.

TH: 262-7

**MEMORANDUM FOR: Recipients of Aviation Safety Reporting System Data**

**SUBJECT: Data Derived from ASRS Reports**

The attached material is furnished pursuant to a request for data from the NASA Aviation Safety Reporting System (ASRS). Recipients of this material are reminded of the following points, which must be considered when evaluating these data.

ASRS reports are submitted voluntarily. The existence in the ASRS database of reports concerning a specific topic cannot, therefore, be used to infer the prevalence of that problem within the National Airspace System.

Reports submitted to ASRS may be amplified by further contact with the individual who submitted them, but the information provided by the reporter is not investigated further. Such information represents the reporting of a specific individual who is describing their experience and perception of a safety related event.

After preliminary processing, all ASRS reports are de-identified. Following de-identification, there is no way to identify the individual who submitted a report. All ASRS report processing systems are designed to protect identifying information submitted by reports, such as, names, company affiliations, and specific times of incident occurrence. There is, therefore, no way to verify information submitted in an ASRS report after it has been de- identified.

The National Aeronautics and Space Administration and its ASRS contractor, Booz Allen Hamilton, specifically disclaim any responsibility for any interpretation which may be made by others of any material or data furnished by NASA in response to queries of the ASRS database and related materials.



Linda J. Connell, Director  
Aviation Safety Reporting System

## CAVEAT REGARDING STATISTICAL USE OF ASRS INFORMATION

Certain caveats apply to the use of ASRS statistical data. All ASRS reports are voluntarily submitted, and thus cannot be considered a measured random sample of the full population of like events. For example, we receive several thousand altitude deviation reports each year. This number may comprise over half of all the altitude deviations that occur, or it may be just a small fraction of total occurrences.

Moreover, not all pilots, controllers, air carriers, or other participants in the aviation system, are equally aware of the ASRS or equally willing to report to us. Thus, the data reflect **reporting biases**. These biases, which are not fully known or measurable, may influence ASRS statistics. A safety problem such as near midair collisions (NMACs) may appear to be more highly concentrated in area “A” than area “B” simply because the airmen who operate in area “A” are more supportive of the ASRS program and more inclined to report to us should an NMAC occur.

One thing that can be known from ASRS statistics is that they represent the **lower measure** of the true number of such events that are occurring. For example, if ASRS receives 881 reports of track deviations in 1999 (this number is purely hypothetical), then it can be known with some certainty that at least 881 such events have occurred in 1999. Because of these statistical limitations, we believe that the **real power** of ASRS lies in the **report narratives**. Here pilots, controllers, and others, tell us about aviation safety incidents and situations in detail. They explain what happened, and more importantly, **why** it happened. The values of these narrative reports lie in their qualitative nature. Using report narratives effectively requires an extra measure of study, but the knowledge derived is well worth the added effort.

# **Report Synopses**

**ACN: 744239** (1 of 50)

**Synopsis**

CAPT OF B747-400 REPORTS PAX REVOLT AT GATE DUE TO MALFUNCTIONING AND DEFERRED A/C SYSTEM AND EXCESSIVE HEAT. CITES LONG DEFERRED MAINT AND LACK OF COOPERATION BY PAX SERVICE PERSONNEL AS EXACERBATERS OF AN ALREADY BAD SITUATION.

**ACN: 739880** (2 of 50)

**Synopsis**

3 PAX SIMULTANEOUSLY HEADING FOR THE RESTROOM DURING TAXI RESULT IN SECURITY CONCERNS AND A TKOF WITH CABIN ATTENDANTS OUT OF THEIR ASSIGNED SEATS.

**ACN: 736980** (3 of 50)

**Synopsis**

FLIGHT ATTENDANT REPORTS PASSENGER URINATING ON MEAL CART AFTER WAITING 2 MINUTES FOR THE LAV TO OPEN.

**ACN: 722561** (4 of 50)

**Synopsis**

B757 FLT ATTENDANT RPTS PAX USING CELL PHONE DURING DSCNT WHO BECOMES ARGUMENTATIVE.

**ACN: 720822** (5 of 50)

**Synopsis**

2 A320 PAX HAD AN ALTERCATION DURING APCH. THE CREW DECLARED A SECURITY ALERT AND WERE MET BY ARPT POLICE.

**ACN: 719912** (6 of 50)

**Synopsis**

FLT ATTENDANT RPTS PROBS WITH PAX NOT STOWING PET CARRIER UNDER SEAT FOR TKOF.

**ACN: 719136** (7 of 50)

**Synopsis**

INTOXICATED PAX REPORTEDLY SHOVES CABIN ATTENDANT DURING INTL SNACK SVC. INCIDENT ESCALATES UNTIL PAX IS THREATENED WITH A DIVERSION TO OBTAIN LAW ENFORCEMENT INTERVENTION.

**ACN: 718493** (8 of 50)

**Synopsis**

CABIN ATTENDANT ABOARD B777 RPTS LARGE, ABUSIVE PAX INTIMIDATED AND FRIGHTENED CABIN CREW AND OTHER PAX.

**ACN: 714728** (9 of 50)

**Synopsis**

A PAX IS DENIED BOARDING FOR THE APPEARANCE OF INTOXICATION WHEN CABIN ATTENDANT REFUSES TO BE PRESSURED INTO ALLOWING HIS ACCOMMODATION ON THE FLT.

**ACN: 713524** (10 of 50)

**Synopsis**

B767 CREW RPTS PAX MISCONDUCT ON TRANSATLANTIC FLT.

**ACN: 713494** (11 of 50)

**Synopsis**

CABIN ATTENDANT RPTS BEING SLAPPED BY A FEMALE PAX WHEN SHE AWOKE HER TO PROPERLY POS HER SEAT FOR LNDG. RPTS TO THE FLT CREW AND THE COMPANY ABOUT THE ASSAULT AND BREACH OF SECURITY WERE NOT ACTED ON.

**ACN: 710996** (12 of 50)

**Synopsis**

MD80 CABIN ATTENDANT RPTS PAX WOULD NOT TURN OFF LAPTOP COMPUTER ON DSCNT AND WAS TALKING ON MOBILE DEVICE BEFORE LNDG.

**ACN: 710800** (13 of 50)

**Synopsis**

CABIN ATTENDANT RPTS DISRUPTIVE BEHAVIOR BY UNRULY PAX. A RETIRED POLICEMAN HELPED DEFUSE THE PROBLEM.

**ACN: 706499** (14 of 50)

**Synopsis**

AN ACR ACFT RETURNED TO THE GATE TO REMOVE AN UNCONTROLLABLE CHILD WHO WITH HIS PARENT/GUARDIAN WOULD NOT CONFORM TO PAX TKOF FARS.

**ACN: 706125** (15 of 50)

**Synopsis**

FLT ATTENDANT RPTS UNRULY PAX ON FLT FROM EGKK.

**ACN: 705086** (16 of 50)

**Synopsis**

AN IRATE PAX IS SUBDUED AND RESTRAINED BY FELLOW PAX.

**ACN: 704364** (17 of 50)

**Synopsis**

B757 CABIN CREW HAS PAX STANDING DURING TAXI, ACFT RETURNS TO THE GATE.

**ACN: 700168** (18 of 50)

**Synopsis**

A B757-200 FO DISCUSSES PAX UNWILLINGNESS TO REMAIN SEATED WHEN A PA WAS MADE ANNOUNCING IMPENDING TURB AND THE SEAT BELT SIGN IS ON.

**ACN: 699139** (19 of 50)

**Synopsis**

B757 CREW EXPERIENCED PAX DISRUPTION AND PERCEIVED SECURITY THREAT ENROUTE.

**ACN: 698582** (20 of 50)

**Synopsis**

B757 CABIN CREW IS CONCERNED WITH PAX BEHAVIOR PRIOR TO DEP.

**ACN: 697606** (21 of 50)

**Synopsis**

ALOUETTE-2 PLT HAS A PAX RAISE HIS HAND AND RECEIVE AN INJURY TO HIS FINGERS BY THE MAIN ROTOR BLADE.

**ACN: 697594** (22 of 50)

**Synopsis**

FLT ATTENDANT ABOARD B777 RPTS THE REMOVAL OF AN ALLEGEDLY MISBEHAVING PAX.

**ACN: 693437** (23 of 50)

**Synopsis**

B777 CABIN CREW ENCOUNTERS A PAX SMOKING IN THE AFT LAVATORY AND HAS SECURITY MEET THE ACFT AT THE GATE.

**ACN: 693055** (24 of 50)

**Synopsis**

AFTER DEP B737-300 FLT CREW HAS MENTALLY ILL PAX CALL 911 FROM THE ACFT.

**ACN: 690075** (25 of 50)

**Synopsis**

A319 FLT CREW HAS TO DIVERT DUE TO WX AND INOP WX RADAR. PAX BECOMES IRATE AND UNRULY. FLT CREW DECLARES LEVEL 1 THREAT. PAX ARRESTED AND ESCORTED OFF ACFT.

**ACN: 689287** (26 of 50)

**Synopsis**

B737 FLT CREW HAS PAX SUGGEST THAT ONE OF THE PLTS SMELLS OF ALCOHOL. FLT CREW IMMEDIATELY RETURNS TO GATE AND HAS QUALIFIED PERSONNEL CERTIFY SOBRIETY.

**ACN: 684188** (27 of 50)

**Synopsis**

A B757 FLT ATTENDANT RPTS 2 PAX WHO VERBALLY AND PHYSICALLY ABUSED HER WERE REMOVED FROM THE FLT.

**ACN: 683787** (28 of 50)

**Synopsis**

A DRUNK PAX ACTED BELLIGERENTLY TOWARD THE FLT ATTENDANTS AND WAS ARRESTED UPON ARR AT JFK.

**ACN: 679680** (29 of 50)

**Synopsis**

IN FLT, A FLT ATTENDANT'S WALLET WITH ACR ID, PASSPORT, JUMPSEAT CARD, ETC, IS STOLEN FROM FLT BAG.

**ACN: 676667** (30 of 50)

**Synopsis**

CRJ200 DIVERTS ON ACCOUNT OF ILL AND DISRUPTIVE PAX IN NEED OF MEDICAL ATTENTION.



**ACN: 676347** (31 of 50)

**Synopsis**

DURING TAXI OUT, A DOMESTIC FLT PAX MADE THREATENING REMARKS LEADING TO THE FLT RETURNING TO THE GATE FOR PAX REMOVAL.

**ACN: 675798** (32 of 50)

**Synopsis**

DISTR BY A FAILED GPS, CLOSE PROX TO A CLASS D ARPT, MVMC CONDITIONS AND AN IRATE PAX, PLT OF C152 EXPERIENCES CLOSE ENCOUNTER WITH OPPOSITE DIRECTION C172.

**ACN: 675632** (33 of 50)

**Synopsis**

DESPITE REPEATED ADMONITIONS FROM THE CAPT ABOUT EXPECTED TURB AND DESPITE THE SEATBELT SIGN BEING ON, 1 CABIN ATTENDANT AND 2 PAX ARE INJURED ABOARD B737-800 NEAR ADYNA INTXN.

**ACN: 674551** (34 of 50)

**Synopsis**

A PA24'S DIRECTIONAL GYRO FAILED IN IMC. THE PLT'S PAX EXPERIENCED EXTREME VERTIGO AND ATTEMPTED TO TAKE THE ACFT'S CTL'S. THE PLT REACTED PHYSICALLY AND DECLARED 'DISTRESS,' RETURNING TO LAND WITH ATC ASSISTANCE.

**ACN: 673708** (35 of 50)

**Synopsis**

AN A320 FLT ATTENDANT RPTS THAT A PAX LIT A MATCH IN THE LAV ACTIVATING THE FIRE ALARM THAT WAS HEARD LOCALLY BUT NOT THROUGHOUT THE ACFT OR IN COCKPIT.

**ACN: 673686** (36 of 50)

**Synopsis**

POOR COM BTWN CABIN AND COCKPIT CAUSES A BREAKDOWN IN COORD AND TEAMWORK NECESSARY TO RESOLVE A CABIN DISRUPTION.

**ACN: 672091** (37 of 50)

**Synopsis**

PAX ABOARD B737 BECOMES IRATE WHEN TOLD SHE MUST PAY FOR SANDWICH.

**ACN: 671828** (38 of 50)

**Synopsis**

CABIN ATTENDANT ONBOARD MD80 ASKS TO HAVE PAX REMOVED FOR REFUSING TO FOLLOW REPEATED DIRECTIVES REGARDING CELL PHONE USE. CAPT RETURNS ACFT TO GATE AND DISRUPTIVE PAX IS REMOVED.

**ACN: 671485** (39 of 50)

**Synopsis**

ALERT CABIN ATTENDANT DISARMS CABIN DOORS JUST BEFORE MAINT ATTEMPT TO BOARD MD80 THROUGH AFT ENTRY.

**ACN: 671424** (40 of 50)

**Synopsis**

OVERINDULGING PAX ON INTL FLT WAS RESTRAINED AFTER BECOMING ABUSIVE WITH FLT CREW AND FLT ATTENDANTS. COMPANY PROVIDED RESTRAINING 'TAPE' PROVES INADEQUATE AND FLEX CUFFS REQUIRED FOR EFFECTIVE RESTRAINT.

**ACN: 667906** (41 of 50)

**Synopsis**

A FLT ATTENDANT RPTS AN ARMED OFFICER WITH A DOG IGNORED ALL CREW INSTRUCTIONS AND INSISTED ON DEPLANING AS LAST PAX.

**ACN: 667094** (42 of 50)

**Synopsis**

A B757-200 CREW DIVERTED TO AN ENRTE STATION TO HAVE POLICE REMOVE AN IRATE/INTOXICATED PAX FROM THE ACFT.

**ACN: 665194** (43 of 50)

**Synopsis**

AN UNRULY PAX ON AN INTERNATIONAL B777 FLT WAS HANDCUFFED AND RESTRAINED. POLICE MET FLT UPON ARR.

**ACN: 665187** (44 of 50)

**Synopsis**

AN UNRULY PAX ON AN INTERNATIONAL B767 FLT WAS MET BY POLICE.

**ACN: 662229** (45 of 50)

**Synopsis**

A B737-800 DURING CLB AT 15000 FT, PAX COMPLAINED ABOUT A LOUD PRESSURE SQUEAL FROM THE SIDEWALL AT SEAT 12A. SQUEAL MODERATED AT FL370.

**ACN: 661547** (46 of 50)

**Synopsis**

PAX ABOARD B757 BECAME VIOLENT DURING DSCNT TO INTL DEST IS RESTRAINED AND TURNED OVER TO AUTHS.

**ACN: 655996** (47 of 50)

**Synopsis**

A PAX ACTING ERRATICALLY WAS SUBSEQUENTLY RESTRAINED AND TREATED BY A PHYSICIAN ON BOARD.

**ACN: 651189** (48 of 50)

**Synopsis**

PLT COMMENTS ABOUT SOME PAX DISREGARD OF THE 'FASTEN SEATBELT' SIGN, THE POTENTIAL FOR INJURIES, AND SUGGESTS SIGN VIOLATION ENFORCEMENT WITH PENALTIES.

**ACN: 649925** (49 of 50)

**Synopsis**

AN AGGRESSIVE, ABUSIVE AND POTENTIALLY VIOLENT PAX IS RPTED REPEATEDLY TO FLT CREW OF A320 ENRTE TO ANC. CAPT FAILS TO RESPOND TO CABIN ATTENDANT REQUESTS TO LAND AND HAVE THE PAX REMOVED. PAX WAS ARRESTED ON ARR.

**ACN: 647970** (50 of 50)

**Synopsis**

GLF4 PLT EXPRESSES CONCERN OVER COPLT'S ATTITUDE AND COMPETENCE AND THE COMPANY OWNER'S ACTIONS RELATIVE TO SAFETY OF FLT. PLT TERMINATED OVER DISAGREEMENT WITH OWNER.

# **Report Narratives**

**ACN: 744239**

## **Time / Day**

Date : 200706

Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : ZZZ.Airport

State Reference : US

Altitude.AGL.Single Value : 0

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier

Make Model Name : B747-400

Operating Under FAR Part : Part 121

Flight Phase.Ground : Parked

## **Component : 1**

Aircraft Component : Air Conditioning Distribution System

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

Experience.Flight Time.Last 90 Days : 100

Experience.Flight Time.Total : 15000

Experience.Flight Time.Type : 100

ASRS Report : 744239

## **Events**

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Maintenance Problem : Improper Maintenance

Anomaly.Other Anomaly.Other

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Cabin Temp Guages

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Other

Consequence.Other : Company Review

Consequence.Other : Emotional Trauma

Consequence.Other

Consequence.Other

## **Assessments**

Problem Areas : Aircraft

Problem Areas : Company

Problem Areas : Environmental Factor

Problem Areas : Flight Crew Human Performance

Problem Areas : Maintenance Human Performance

Problem Areas : Passenger Human Performance

## **Narrative**

MECHS IN COCKPIT UPON ARR TO PLANE, DEFERRED NO AIRFLOW IN CABIN ROW 40-62. 2 BATTERY CHARGERS NOT WORKING, 2 BATTERIES LOW. GND STAFF WAS ACCUSED OF RUNNING DOWN BATTERIES. APU AIR TURNED OFF TO WORK ON APU BATTERY AND CHARGER. TEMP IN CABIN OVER 100 DEGS. DEPLANE PEOPLE, GOT MR X OF FLT OPS MGMNT TO HELP ON MANY ISSUES TODAY. HE DID THE USUAL WONDERFUL JOB HE ALWAYS DOES, HIGH END CAPABILITY PERSON. REPLACE BATTERY AND CHARGER, RELOAD PEOPLE INTO PLANE AFTER TRYING TO COOL CABIN USING SEVERAL TECHNIQUES DUE TO WKS OLD DEFERRED NO COOLING AIRFLOW IN ROWS 40-62, TOOK TIME TO COOL PLANE BELOW 95 DEGS F. FINALLY LOADED PEOPLE AT 86 DEGS F CABIN TEMP IN REAR, RELOAD BACK OF CABIN LAST, DOOR CLOSED, WAITING FOR MRM. CTR DUCT OVERHEAT NOW ON. CHKLIST REQUIRES AIR CONDITIONING BACK OFF. TRIED TO GET CABIN DOOR OPEN. STATION FAILED TO OPEN DOOR. CALL MR X AGAIN TO GET DOOR OPEN SINCE CUSTOMERS OUT OF SEATS YELLING AT FLT ATTENDANTS TO GET OFF ACFT DUE TO HEAT. CANNOT GET ANYBODY TO OPEN DOOR. MAINT SAYS PLANE IS FIXED WITH RESET, BUT NOT, STILL WORKING ON DUCT CLAMPS THAT ARE LOOSE IN BELLY OF ACFT. THE PLANE IS NOT FIXED, BUT THE DOOR AGAIN CLOSED IN HEAT. NO MRM. CUSTOMERS NOW MAKE A FULL PUSH FORWARD TO THE ENTRY DOOR WANTING OFF ACFT. FLT ATTENDANTS UNDER SERIOUS PRESSURE FROM PAX. MR X GETS DOOR OPEN AGAIN AS STATION KEEPS SAYING THE PLANE IS FIXED WHEN IT IS NOT FIXED AS DOORS IN BELLY STILL OPEN AND CLAMPS ON DUCTS BEING FIXED, HAD TO DEMAND ENTRY DOOR BE OPENED AS EMER HEAT CONDITIONS ONBOARD AND PAX OUT OF SEATS YELLING AT CREW AND PUSHING AGAINST ENTRY DOOR. FLT ATTENDANTS WANT OFF ACFT AS DUTY TIME NOW EXCEEDED. SEVERAL FLT ATTENDANTS GOT OFF OUT OF DUTY TIME BUT OTHERS INDICATED A DESIRE TO LEAVE AND THE DOOR WAS SHUT AS THEY WERE RETRIEVING BAGGAGE AFTER TELLING STATION OPS PEOPLE AT THE ENTRY DOOR THEY WERE LEAVING. THE DOOR WAS SLAMMED SHUT ANYWAY. PAX PUSHING AGAINST FLT ATTENDANTS WANTING OFF. HEAT BUILDING WELL ABOVE 100 DEGS F. FLT CREW NOW EXHAUSTED FROM COCKPIT HEAT. NO MRM. STILL WORKING ON DUCT OVERHEAT IN BELLY. MR X GETS DOOR OPEN. PAX LEAVING ACFT FOR A SECOND TIME UNDER GREAT STRESS OF HEAT. FLT CREW NOW OUT OF DUTY TIME, HIGHLY STRESSED AND OVERHEATED. FLT ATTENDANTS OUT OF DUTY TIME AND VERY STRESSED. PAX YELLING AT CREW INCLUDING ME. TIME TO GET OUT FOR SAFETY FROM HEAT AND POSSIBLE PAX RIOT. FLT CANCELED. ANNOUNCEMENTS TO PAX FOR FLT CANCELLATION BLAMED ON CREW WALKING OFF, BUT THE PLANE WAS STILL NOT FIXED. BELLY PANELS OPEN AND 100+ DEG HEAT IN CABIN AND COCKPIT (GAUGES STOP AT 99). MY PERSONAL GAUGE WAS 110 DEGS IN COCKPIT SEAT.

## **Synopsis**

CAPT OF B747-400 REPORTS PAX REVOLT AT GATE DUE TO MALFUNCTIONING AND DEFERRED A/C SYSTEM AND EXCESSIVE HEAT. CITES LONG DEFERRED MAINT AND LACK OF COOPERATION BY PAX SERVICE PERSONNEL AS EXACERBATERS OF AN ALREADY BAD SITUATION.

**ACN: 739880**

## **Time / Day**

Date : 200705

## **Place**

Locale Reference.Airport : LAX.Airport  
State Reference : CA  
Altitude.AGL.Single Value : 0

## **Aircraft : 1**

Controlling Facilities.Tower : LAX.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : B767 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Takeoff Roll  
Flight Phase.Ground : Taxi

## **Aircraft : 2**

### **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 739880

### **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

### **Person : 3**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Flight Crew Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

AFTER PUSHBACK AND UPON ENG START-UP, 3 PAX SEATED SEPARATELY GOT UP OUT OF THEIR SEATS TO GO TO 3 SEPARATE BATHROOMS. THE AFT FLT ATTENDANTS WERE CONCERNED BY THIS UNUSUAL BEHAVIOR, DID A SAFETY

SWEEP OF THE BATHROOMS INVOLVED, AND THE PLT AND I WERE NOTIFIED OF THEIR CONCERNS. THE CAPT SAID THAT 'THEY' WERE GOING TO 'RUN' THE NAMES OF THE PAX OF CONCERN PRIOR TO TKOF, BUT WOULD CONTINUE TO TAXI TO THE RWY WHILE AWAITING FEEDBACK. THE AFT FLT ATTENDANTS ASKED ME TO COME TO THE BACK AND 'CHK OUT' THE PAX OF CONCERN, AND I DID SO. UPON GETTING BACK TO THE ACFT AND OBTAINING THE SEAT NUMBERS FROM THE OTHER FLT ATTENDANTS, THE ACFT MADE A SHARP TURN AND STARTED ROLLING DOWN THE RWY. NO ANNOUNCEMENT WAS MADE TO 'PREPARE FOR TKOF' FROM THE COCKPIT PRIOR TO TKOF. I WAS ABLE TO QUICKLY SIT IN AN EMPTY PAX SEAT AT APPROX ROW 31 OF THE R AISLE. AS SOON AS IT WAS SAFE FOR ME TO BE UP, I RETURNED TO MY JUMPSEAT AND AFTER STERILE COCKPIT WAS COMPLETE, I INFORMED THE CAPT WHAT HAD OCCURRED AND HE APOLOGIZED FOR NOT INFORMING THE CABIN CREW TO PREPARE FOR TKOF PRIOR TO DOING SO.

### **Synopsis**

3 PAX SIMULTANEOUSLY HEADING FOR THE RESTROOM DURING TAXI RESULT IN SECURITY CONCERNS AND A TKOF WITH CABIN ATTENDANTS OUT OF THEIR ASSIGNED SEATS.



**ACN: 736980**

## **Time / Day**

Date : 200704

## **Place**

Locale Reference.Airport : MIA.Airport  
State Reference : FL

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B737-800  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Experience.Flight Attendant Time.Airline Total : 16  
Experience.Flight Attendant Time.Total : 16  
Experience.Flight Attendant Time.Type : 30  
ASRS Report : 736980

## **Person : 2**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Resolatory Action.Other

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

PAX CAME FORWARD FROM SEAT TO USE LAVATORY. LAVATORY WAS OCCUPIED. PAX WAITED 1-2 MINS BEFORE URINATING ON FIRST CLASS MEAL CART AND FORWARD ENTRY AREA. WHEN LAVATORY OPENED, HE WENT IN. UPON EXIT, I EXPLAINED SEVERITY OF THE OCCURRENCE AND ASKED FOR IDENT TO FILL OUT RPTS. I NOTIFIED THE CAPT AND PAX WAS DETAINED ON ARR IN MIAMI. INTERESTING TO NOTE: NOT ONE SINGLE PERSON FROM FLT SVC OR OUR ACR HAS CONTACTED ME ABOUT THE INCIDENT INVOLVING BODILY FLUIDS.

## **Synopsis**

FLIGHT ATTENDANT REPORTS PASSENGER URINATING ON MEAL CART AFTER WAITING 2 MINUTES FOR THE LAV TO OPEN.

**ACN: 722561**

## **Time / Day**

Date : 200612  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : LGA.Airport  
State Reference : NY

## **Environment**

### **Aircraft : 1**

Controlling Facilities.Tower : LGA.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : B757 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121

### **Aircraft : 2**

Flight Phase.Descent : Approach

### **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
Qualification.Flight Attendant.Aircraft Qualified On : 7  
Experience.Flight Attendant Time.Airline Total : 7  
Experience.Flight Attendant Time.Total : 9  
Experience.Flight Attendant Time.Type : 25  
ASRS Report : 722561

### **Person : 2**

Function.Observation : Passenger

### **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Events**

Anomaly.Cabin Event : Passenger Electronic Device  
Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Resolatory Action.None Taken : Unable

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

PAX WAS ON CELL PHONE DURING DSCNT TO MAKE A CALL. I TOLD HIM TO TURN IT OFF AND HE WAS EXTREMELY DEFENSIVE AND ARGUMENTATIVE. THE ARGUING AND VERBAL ABUSE CONTINUED ON THE GND. THE POLICE WERE CALLED OUT TO ISSUE A CITATION. MAN SEEMED A LITTLE MENTALLY IMPAIRED (NOT DRUNK). I CAN'T THINK OF ANY WAY TO PREVENT THIS TYPE OF INCIDENT HAPPENING AGAIN.

## **Synopsis**

B757 FLT ATTENDANT RPTS PAX USING CELL PHONE DURING DSCNT WHO BECOMES ARGUMENTATIVE.

**ACN: 720822**

## **Time / Day**

Date : 200612  
Local Time Of Day : 0601 To 1200

## **Place**

Locale Reference.ATC Facility : ZZZ.TRACON  
State Reference : US  
Altitude.MSL.Single Value : 5000

## **Environment**

Flight Conditions : VMC

## **Aircraft : 1**

Controlling Facilities.TRACON : ZZZ.TRACON  
Operator.Common Carrier : Air Carrier  
Make Model Name : A320  
Operating Under FAR Part : Part 121  
Flight Phase.Descent : Approach  
Route In Use.Approach : Visual

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
Experience.Flight Time.Last 90 Days : 250  
Experience.Flight Time.Total : 7000  
Experience.Flight Time.Type : 980  
ASRS Report : 720822

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 4**

Function.Observation : Passenger

## **Person : 5**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : FAR  
Resolatory Action.Other

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

AT APPROX 5000 FT WHILE BEING VECTORED FOR A VISUAL APCH, #1 FLT ATTENDANT ALERTED THE COCKPIT TO AN ALTERCATION BTWN PAX IN THE FORWARD CABIN. THE FO, PNF, WAS COMMUNICATING WITH THE #1 FLT ATTENDANT, ALERTED THE CAPT OF A POSSIBLE FIGHT IN THE CABIN. THE CAPT DECLARED A LEVEL 1 SECURITY THREAT WITH TRACON, REQUESTED PRIORITY HANDLING AND FOR LAW ENFORCEMENT TO MEET THE ACFT. AN ACARS MESSAGE WAS SENT TO DISPATCH INFORMING THEM OF THE LEVEL 1 DECLARATION. THE ACFT WAS CLRED FOR A VISUAL APCH, LANDED AND DOCKED AT GATE. LAW ENFORCEMENT MET THE ACFT. ARPT POLICE INSTRUCTED THAT ALL PAX DEPLANE AND THAT THOSE INVOLVED BE POINTED OUT TO THEM BY THE #1 FLT ATTENDANT. LAW ENFORCEMENT INTERVIEWED THOSE INVOLVED AND SUBSEQUENTLY RELEASED ALL.

## **Synopsis**

2 A320 PAX HAD AN ALTERCATION DURING APCH. THE CREW DECLARED A SECURITY ALERT AND WERE MET BY ARPT POLICE.

**ACN: 719912**

## Time / Day

Date : 200611

## Place

Locale Reference.Airport : TPA.Airport

State Reference : FL

Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC

Light : Daylight

## Aircraft : 1

Operator.Common Carrier : Air Carrier

Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Ground : Taxi

## Person : 1

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

Qualification.Flight Attendant.Aircraft Qualified On : 5

Experience.Flight Attendant Time.Airline Total : 6

Experience.Flight Attendant Time.Total : 6

Experience.Flight Attendant Time.Type : 70

ASRS Report : 719912

## Person : 2

Function.Observation : Passenger

## Person : 3

Function.Observation : Passenger

## Events

Anomaly.Cabin Event : Passenger Misconduct

## Assessments

Problem Areas : Aircraft

Problem Areas : Passenger Human Performance

## Narrative

PAX MS X WAS SITTING IN SEAT XX WHEN I WAS DOING MY COMPLIANCE CHKS. SHE HAD A LARGE PET BAG BLOCKING THE AISLE AND I POLITELY ASKED IF SHE COULD PUT IT UNDER THE SEAT IN FRONT OF HER SO THE AISLE COULD BE CLR FOR TKOF. SHE REFUSED IN A VERY ANGRY VOICE COMPLAINING THAT THERE

WAS METAL ATTACHED TO THE SEAT IN FRONT OF HER PREVENTING HER FROM FITTING HER BAG UNDER THE SEAT. I WAS UNDERSTANDING ABOUT HER CONCERN FOR HER PET, STATING THAT THE PWR PORTS ARE ONLY IN THE CTR SEATS, SO WOULD SHE MIND PLACING THE BAG UNDER THE WINDOW OR AISLE SEAT FOR TKOF AND SHE AGAIN REFUSED AND STARTED RANTING ABOUT ACR NOT ACCOMMODATING HER BAG. I THEN EXPLAINED THAT IT WAS AN FAA REG THAT THE AISLE MUST BE CLR FOR TKOF AND LNDG SO THAT NOTHING OBSTRUCTS ANYONE'S EXIT IN CASE OF AN EMER. SHE CONTINUED TO ARGUE WITH ME SAYING 'BLOCKING WHOSE EXIT? THAT'S RIDICULOUS.' I AGAIN SUGGESTED THAT PERHAPS ONE OF THE PAX IN THE OTHER 2 SEATS (F AND D) MIGHT NOT MIND IF HER PET CARRIER WENT UNDER THE SEATS IN FRONT OF THEM FOR TKOF AND LNDG. I ASKED THE PAX IN XXD, WHO SAID SHE DIDN'T MIND, YET MS X CONTINUED TO COMPLAIN THAT HER BAG WAS 'AIRLINE APPROVED' AND SHE HAS 'PAID' TO HAVE IT WITH HER. AGAIN I EXPLAINED THAT EVEN THOUGH THE BAG IS APPROVED, IT STILL MUST FIT UNDER A SEAT FOR TKOF AND LNDG SO THE AISLE IS CLR FOR SAFETY REASONS. MS X CONTINUED SCREAMING AT ME WHEN MS Y (IN B) TURNED TO HER AND SAID 'CUT IT OUT, SHE HAS ALREADY TOLD YOU 4 TIMES TO PUT YOUR BAG UNDER A SEAT.' AT THAT TIME I GENTLY PLACED THE BAG UNDER B, SO WE COULD SAFELY TAKE OFF. AFTER TKOF MS X GOT OUT OF HER SEAT (BEFORE THE FASTEN SEAT BELT SIGN WAS TURNED OFF) AND YELLED AT ME, POKING HER FINGER AT ME AND ACCUSING ME OF BREAKING HER BAG. I WENT TO THE SVC KIT FOR A PAX MISCONDUCT NOTICE, BUT THERE WERE NONE. I ASSURED HER I WOULD WRITE A FULL RPT ABOUT THE INCIDENT.

## **Synopsis**

FLT ATTENDANT RPTS PROBS WITH PAX NOT STOWING PET CARRIER UNDER SEAT FOR TKOF.

**ACN: 719136**

## Time / Day

Date : 200611  
Local Time Of Day : 0001 To 0600

## Place

Locale Reference.Airport : ZZZZ.Airport  
State Reference : FO

## Aircraft : 1

Controlling Facilities.ARTCC : ZZZZ.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B777 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## Person : 1

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
Qualification.Flight Attendant.Aircraft Qualified On : 3  
Experience.Flight Attendant Time.Airline Total : 20  
Experience.Flight Attendant Time.Total : 20  
Experience.Flight Attendant Time.Type : 100  
ASRS Report : 719136

## Person : 2

Function.Observation : Passenger

## Person : 3

Affiliation.Company : Air Carrier  
Function.Oversight : Flight Attendant In Charge

## Events

Anomaly.Cabin Event : Passenger Misconduct  
Resolatory Action.Other

## Assessments

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Environmental Factor  
Problem Areas : Passenger Human Performance

## Narrative

I WAS PASSING OUT/DISTRIBUTING THE SNACK IN THE MAIN CABIN WHEN I REACHED ROW X3. PAX IN X3G (WAS UNWILLING TO GIVE ME HIS NAME ANY TIME DURING THIS INCIDENT) WAS STANDING WITH A PLASTIC CUP OF WATER IN HAND. I HANDED HIM THE SNACK AND SAID 'ENJOY.' HE THEN PROCEEDED TO



WAKE HIS WIFE AT WHICH POINT I QUIETLY SUGGESTED TO HIM TO LET HER SLEEP AS WE ONLY ARE CATERED WITH A MINIMUM NUMBER OF SNACKS ONLY FOR THOSE PAX WHO ARE AWAKE AND THAT IF SHE WAKES UP, I'D BE MORE THAN HAPPY TO BRING HER A SNACK. HE THEN REPLIED, 'I'LL DO WHAT I WANNA DO TO MY WIFE, YOU'RE NOT GONNA TELL ME WHAT TO DO!' HE THEN, SHOVED ME FORWARD WITH HIS FOREARM, SPLASHING/SPILLING THE WATER FROM THE CUP ALL OVER ME. THE PAX SEATED IN X2G, IN FRONT OF HIM AND WATER ON HIMSELF AS WELL. HE STARTED TO RANT AND BECAME HOSTILE TOWARDS ME -- I TOLD HIM TO STOP IMMEDIATELY, REQUESTING HIM TO TAKE HIS SEAT. I ADVISED HIM THAT THE INCIDENT HAD NOW 'GOTTEN OUT OF HAND AND IT HAD TO BE DOCUMENTED AND THE CAPT NEEDED TO BE INFORMED.' PAX WAS REEKING OF ALCOHOL. HE WAS SLURRING HIS WORDS AND DISPLAYED A SOMEWHAT VIOLENT ATTITUDE. PAX SEEMED VERY AGITATED BUT INFORMED ME THAT HE WAS A LOYAL CUSTOMER AT WHICH I SAID, I REALLY DON'T THINK THAT THAT HAS ANYTHING TO DO WITH THE INCIDENT THAT JUST TRANSPIRED. HE CONTINUED TO RANT AS I CONTINUED TO EXPLAIN TO HIM THE POLICIES THAT WILL NOW TAKE PLACE AS HE CHOSE TO USE 'FORCE' ON ME. HE REQUESTED THE PURSER AT WHICH I TOLD HIM THE PURSER WAS ON HIS BREAK AND COULDN'T BE DISTURBED BUT I TOLD HIM THE CAPT WILL BE ADVISED AS TO HIS BEHAVIOR AND NOTIFIED OF THIS SITUATION AND THAT IF THE CAPT FEELS THAT THE SAFETY OF PAX AND CREW IS BEING JEOPARDIZED, WE COULD POSSIBLY BE FORCED TO LAND THE FLT IN THE CLOSEST CITY ON THE WEST COAST, POSSIBLY SAN FRANCISCO. I LEFT THE PAX TO GO TO FIRST CLASS AND RETRIEVE A BLANK PAX INFLT DISTURBANCE RPT AND FOUND THAT THE PURSER HADN'T RETIRED TO THE CREW BUNKS FOR HIS BREAK AND IMMEDIATELY EXPLAINED THAT WE HAD A 'SIT' IN THE MAIN CABIN. HE SAID THE CAPT WAS IN THE RESTROOM AND AS SOON AS HE CAME OUT, WE WOULD DISCUSS IT WITH HIM. WHEN CAPT EMERGED FROM THE RESTROOM, I EXPLAINED THE SITUATION, DESCRIBING THE PUSHING/SHOVING INCIDENT. HE SAID THAT SINCE IT HAD ESCALATED TO THIS LEVEL, A DISTURBANCE RPT WAS APPROPRIATE. I RETURNED TO PAX WITH THE FORM AND REQUESTED THAT I SEE SOME IDENT TO COMPLETE THE FORM. PAX REFUSED TELLING ME THAT 'HE WASN'T GOING TO GIVE ME A 'EXPLETIVE' THING BECAUSE IT WAS ME WHO HAD PUSHED HIM.' HIS WIFE THEN CHIMED IN, STATING THE SAME THING ALONG WITH 2 OTHER PAX SEATED IN THE H AND J SEATS (HIS WIFE WAS ASLEEP WHEN THE SHOIVING INCIDENT TOOK PLACE SO SHE COULDN'T HAVE SEEN HIM SHOVE ME AND THE 2 PAX IN THE H AND J SEATS DIDN'T HAVE A CLR VIEW AS I WAS IN THE AISLE BLOCKING THEIR VIEW --THIS WAS TOTALLY BOGUS!). NEITHER OF THESE PAX WERE WILLING TO GIVE ME THEIR NAMES. PAX SEATED BEHIND PAX IN SEAT X5G THEN SAID, 'HEY BUDDY, I SAW HIM SHOVE YOU. IF YOU NEED SOMEONE TO VERIFY THIS, I'D BE HAPPY TO ASSIST.' SINCE PAX WAS BEING UNCOOPERATIVE REGARDING COMPLETING THE INFLT DISTURBANCE FORM, I RETURNED TO EXPLAIN FURTHER THE SITUATION TO THE PURSER AND THE CAPT. CAPT THEN SUGGESTED THAT THE PURSER GO AND INQUIRE JUST WHAT HAD TRANSPIRED. I RETURNED TO THE MAIN CABIN, REQUESTED THAT PAX IN X5G COME WITH ME TO THE AFT OF THE PLANE SO I COULD OBTAIN THE NECESSARY INFO FROM HIM AS HE WAS THE ONLY PAX TO HAVE A CLR VIEW OF THE ACTUAL EVENT AND HOW IT TRANSPIRED. HE STATED THAT HE HAD A CLR VIEW OF THE ENTIRE INCIDENT AND YES, PAX SHOVED/PUSHED ME. I THANKED HIM FOR THE INFO AND TOLD HIM THAT I WOULD FORWARD IT TO THE COMPANY. HE RETURNED TO HIS SEAT. PURSER THEN EXPLAINED TO PAX THAT INCIDENT THAT HAD JUST TAKEN PLACE WAS A VIOLATION AND THAT THE AUTHS WILL NOW MEET THE FLT AND IT WILL BE IN HIS HANDS. AS I WAS NOT A WITNESS TO THIS, I DO NOT KNOW EXACTLY WHAT

HAD TRANSPIRED BTWN THE PURSER AND PAX, HOWEVER, ACCORDING TO THE PURSER, PAX CONFESSED THAT HE 'MAY HAVE GENTLY PUSHED' THE MALE FLT ATTENDANT AND IT WAS A SIMPLE MISUNDERSTANDING. ACCORDING TO THE PURSER, PAX WAS NERVOUS AND SHAKING AND COMPLIED WITH THE REQUEST, SUPPLYING HIM WITH HIS NAME, ADDRESS AND IDENT. HE ALSO SAID THAT PAX APOLOGIZED FOR THE COMMOTION HE INSTIGATED. PURSER THEN ASKED ME IF I WANTED TO PURSUE THE INCIDENT AND HAVE THE AUTHS MEET THE FLT. I WAS RELUCTANT/HESITANT TO DO SO AS THE ENTIRE FLT LOAD OF PAX WERE RETURNING HOME AND THAT BY HAVING THE AUTHS INVOLVED IN THE INCIDENT WOULD ONLY DELAY THEIR ARR AND EVENTUAL REUNIONS WITH THEIR FAMILIES, FRIENDS AND LOVED ONES. SINCE PAX APOLOGIZED AND I DIDN'T WANT THE PAX INCONVENIENCED ANY MORE THAN THEY ALREADY HAD BY THE COMMOTION IN THE MAIN CABIN, I DECLINED TO PRESS IT ANY FURTHER AND THOUGHT IT IN THE BEST INTERESTS OF THE PAX AND EVERYONE ELSE INVOLVED TO 'DROP IT' AND CHALK IT UP TO TOO MUCH ALCOHOL AND TAKE NO OTHER ORDERS AS PAX HAD BEEN WARNED BY MYSELF AND THE PURSER. THE CAPT DID NOT TALK TO/CONFRONT PAX AND LEFT IT UP TO THE PURSER AND MYSELF. SUGGESTION: DO NOT SERVE ALCOHOL TO ANY PAX AND HAVE ALL DUTY-FREE LIQUOR PURCHASES BOARDED IN ACFT BELLY SO PAX DO NOT HAVE ACCESS TO 'THEIR PERSONAL SUPPLY' TILL AFTER LNDG.

### **Synopsis**

INTOXICATED PAX REPORTEDLY SHOVES CABIN ATTENDANT DURING INTL SNACK SVC. INCIDENT ESCALATES UNTIL PAX IS THREATENED WITH A DIVERSION TO OBTAIN LAW ENFORCEMENT INTERVENTION.

**ACN: 718493**

## Time / Day

Date : 200611

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US

## Aircraft : 1

Operator.Common Carrier : Air Carrier  
Make Model Name : B777-200  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## Person : 1

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Function.Oversight : Flight Attendant In Charge  
Qualification.Flight Attendant.Aircraft Qualified On : 4  
Experience.Flight Attendant Time.Airline Total : 42  
Experience.Flight Attendant Time.Total : 42  
ASRS Report : 718493

## Person : 2

Function.Observation : Passenger  
Function.Other Personnel.Other

## Person : 3

Function.Observation : Passenger

## Person : 4

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## Events

Anomaly.Cabin Event : Passenger Misconduct

## Assessments

Problem Areas : Passenger Human Performance

## Narrative

PAX DISRUPTIVE TO OTHER PAX THROUGH ENTIRE FLT. 6 FT 7 INCHES, 280 LBS, INTIMIDATED ALL AROUND HIM. THREATENED TO KICK ASS TO PAX IN AISLE SEAT NEXT TO HIM IF HE COUGHED ON HIM AGAIN. I FELT HE WAS EXTREMELY VOLATILE AND JUST WANTED TO GET HIM OFF MY AIRPLANE. HE WAS CONTINUING ON TO LAS AND I DIDN'T WANT THAT TO HAPPEN EITHER.

## **Synopsis**

CABIN ATTENDANT ABOARD B777 RPTS LARGE, ABUSIVE PAX INTIMIDATED AND FRIGHTENED CABIN CREW AND OTHER PAX.

**ACN: 714728**

## **Time / Day**

Date : 200608  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : ORD.Airport  
State Reference : IL  
Altitude.AGL.Single Value : 0

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : A320  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 714728

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Function.Oversight : Flight Attendant In Charge

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 4**

Function.Observation : Passenger  
Function.Other Personnel.Other

## **Person : 5**

Affiliation.Company : Air Carrier  
Function.Other Personnel : Gate

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Resolatory Action.Other

## **Assessments**

Problem Areas : Company

Problem Areas : Passenger Human Performance

## **Narrative**

PAX X APPEARED TO BE INTOXICATED AT THE GATE AREA. HE WAS ACTING BELLIGERENT, IRATE AND WAS YELLING AT THE PURSER WHEN I ARRIVED AT THE GATE AREA. HE WAS SLURRING HIS WORDS. PURSER CALLED FOR AN AGENT. ONCE AGENT ARRIVED, PURSER INFORMED AGENT OF PAX X'S APPEARANCE OF BEING INTOXICATED. SHE ALSO INFORMED THE CAPT. AS BOARDING BEGAN, PAX X CAME ON AND WENT TO FIRST CLASS. I SMELLED ALCOHOL ON HIS BREATH. I NOTIFIED PURSER OF THIS AND SHE CALLED THE AGENT. THEY SENT A CUST SVC SUPVR TO TALK WITH HIM. CUST SVC SUPVR AND PURSER ASKED HIM IF HE HAD BEEN DRINKING AND HE SAID YES. AT THAT TIME HIS VOICE BECAME LOUDER AND HE STARTED ACTING IRATE AGAIN. PURSER CAME BACK ON THE PLANE. I OVERHEARD THE CUST SVC SUPVR SAYING TO PAX X THAT IF HE JUST WENT TO SLEEP HE COULD BOARD. HE SAID NO, HE WANTED TO STAY UP AND WATCH THE MOVIE. AT THAT POINT, I SAID TO THEM 'THIS IS A VIOLATION OF AN FAR AND IF YOU DO NOT DEPLANE PAX X THIS ENTIRE CREW WILL NOT WORK THIS FLT.' I ALSO SAID, 'I WOULD CALL THE POLICE.' PAX X WAS IMMEDIATELY DEPLANED AND THE DOOR WAS SHUT.

## **Synopsis**

A PAX IS DENIED BOARDING FOR THE APPEARANCE OF INTOXICATION WHEN CABIN ATTENDANT REFUSES TO BE PRESSURED INTO ALLOWING HIS ACCOMMODATION ON THE FLT.

**ACN: 713524**

## **Time / Day**

Date : 200610

Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.ATC Facility : CZQX.ARTCC

State Reference : NF

Altitude.MSL.Single Value : 33000

## **Environment**

Flight Conditions : VMC

Light : Night

## **Aircraft : 1**

Controlling Facilities.ARTCC : CZQX.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B767-300 and 300 ER

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

ASRS Report : 713524

## **Person : 2**

Affiliation.Company : Air Carrier

Function.Flight Crew : Relief Pilot

ASRS Report : 713527

## **Person : 3**

Affiliation.Company : Air Carrier

Function.Flight Crew : First Officer

## **Person : 4**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

## **Person : 5**

Affiliation.Company : Air Carrier

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Independent Detector.Other.Flight CrewA : 4  
Resolatory Action.None Taken : Unable

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

ABOUT 2 HRS INTO THE FLT I WAS NOTIFIED BY THE PURSER THAT THE PAX IN SEAT XD WAS PROBABLY INTOXICATED AND HIS BEHAVIOR WAS ERRATIC. I WAS INFORMED THAT THE PAX HAD HIT A FLT ATTENDANT ON THE WRIST, BUT WAS NOT LED TO BELIEVE THAT THE SITUATION WAS CRITICAL. A 'PAX INFLT DISTURBANCE RPT' WAS ISSUED. ALL ACR, FAA, AND TSA PROCS WERE FOLLOWED. LATER IN THE FLT I WAS INFORMED OF ADDITIONAL MISCONDUCT AND DECLARED A 'THREAT LEVEL TWO,' ADVISING DISPATCH VIA SATCOM. THE PAX WAS DETAINED IN LSZH, BUT WAS NOT ARRESTED BECAUSE THE OFFENDED FLT ATTENDANT DID NOT PRESS CHARGES.

## **Synopsis**

B767 CREW RPTS PAX MISCONDUCT ON TRANSATLANTIC FLT.



**ACN: 713494**

## **Time / Day**

Date : 200610  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : DFW.Airport  
State Reference : TX

## **Environment**

Weather Elements.Other  
Light : Daylight

## **Aircraft : 1**

Controlling Facilities.TRACON : D10.TRACON  
Operator.Common Carrier : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Descent : Approach

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Experience.Flight Attendant Time.Airline Total : 22  
Experience.Flight Attendant Time.Total : 29  
ASRS Report : 713494

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Observation : Passenger

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 4**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 5**

Affiliation.Company : Air Carrier  
Function.Oversight : Flight Attendant In Charge

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Cabin Event.Other

Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Resolatory Action.None Taken : Anomaly Accepted  
Consequence.Other : Company Review

## Assessments

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Company  
Problem Areas : Passenger Human Performance

## Narrative

I WAS DOING THE FINAL SAFETY CHK WHEN I GOT TO ROW XX, PAX SLEEPING. I TOLD PAX, 'SHE NEEDED TO BE UPRIGHT FOR LNDG.' SHE TOLD ME TO 'GET AWAY.' I REPEATED 'YOU NEED TO BE UPRIGHT FOR LNDG.' PAX UNBUCKLED HER SEAT BELT, CAME UPRIGHT AND SLAPPED ME. SHE WAS TRYING TO HIT MY FACE BUT I BLOCKED MY FACE WITH MY ARM. SHE HIT MY ARM. I CALLED THE #1 FLT ATTENDANT (FIRST CLASS) AND TOLD HER PAX SLAPPED ME. SHE CAME RUNNING BACK WITH FORMS AND ASKED PAX IF SHE HIT ME. SHE SAID PAX SAID SHE WAS STRETCHING. SHE SAID 'CALL CAPT.' WE WERE JUST ABOUT TO LAND SO I SAID AS SOON AS WE ARE ON THE GND. WE LANDED, I WAITED TILL THE AIRPLANE SLOWED DOWN. I CALLED (2 CHIMES) THE CAPT. HE SAID 'THIS BETTER BE AN EMER.' I SAID 'THE PAX IN XXA SLAPPED ME, CALL THE POLICE.' HE SAID 'NOT AN EMER. I WILL TALK TO YOU LATER.' HE CALLED BACK A FEW MINS LATER. HE SAID 'WHAT DO YOU WANT TO DO?' I SAID 'SHOULDN'T WE CALL THE POLICE?' HE SAID 'WHAT DO YOU WANT TO DO?' I ASKED 'WHAT IS PROC?' HE SAID 'DO YOU KNOW THE PAX'S NAME?' I SAID 'THE PAPERWORK THE #1 FLT ATTENDANT GAVE ME HAD A MAN'S NAME.' HE SAID 'FIND OUT THE INFO. IF THEY DON'T COMPLY, I WILL CALL THE POLICE.' THEY DID NOT COMPLY. 1) WALKED OFF THE AIRPLANE WITH PAX, NO POLICE. PAX SVC REP WAS THERE. I TURNED OVER PAX. CAPT SAID I NEED TO TALK TO YOU. HE THEN SAID 'DON'T EVER BREAK STERILE COCKPIT UNLESS THE AIRPLANE IS ON FIRE AND I MEAN BURNING.' AFTER THE CAPT LEFT, THE FO CAME UP TO ME AND SAID 'I COMPLETELY DISAGREE WITH THE CAPT. CALL THE POLICE.' CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE RPTR ADVISED SHE HAD INITIATED ACTION THROUGH BOTH FLT ATTENDANT AND FLT OPS DEPTS AND CONTACTED COMPANY SECURITY AND MGMNT PERSONNEL REGARDING THIS EVENT AND HAS RECEIVED NO SUPPORT IN PURSUIT OF A LEGAL RESOLUTION OR EVEN A SYMPATHETIC EAR. SHE ALSO CONTACTED HER UNION, WHICH IS MAKING SOME ATTEMPT TO GET THE COMPANY TO COMMIT TO A SERIOUS COURSE OF ACTION IN EVENTS OF THIS TYPE, THUS FAR WITHOUT SUCCESS. RPTR REITERATED SHE ADDRESSED THIS EVENT AS A LEVEL TWO SECURITY INCIDENT PER HER TRAINING AND COMPANY MANUALS. SHE IS DISMAYED THAT THEIR CONCERN REGARDING WHAT THEY THEMSELVES CLASSIFY AS SERIOUS SECURITY EVENTS IN THEIR TRAINING SYLLABUS AND FEDERALLY APPROVED MANUALS IS PRAGMATICALLY ADDRESSED AS A NON EVENT, AND THAT THOSE ON THE SCENE WHO FAILED TO TAKE ACTION (THAT MIGHT HAVE EMBARRASSED A PAYING PAX) WERE PRAISED FOR IGNORING THE INCIDENT.

## Synopsis

CABIN ATTENDANT RPTS BEING SLAPPED BY A FEMALE PAX WHEN SHE AWOKE HER TO PROPERLY POS HER SEAT FOR LNDG. RPTS TO THE FLT CREW AND THE COMPANY ABOUT THE ASSAULT AND BREACH OF SECURITY WERE NOT ACTED ON.

**ACN: 710996**

## **Time / Day**

Date : 200609

Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Airport : CLT.Airport

State Reference : NC

## **Environment**

Weather Elements.Other

Light : Night

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier

Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Descent : Approach

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Oversight : Flight Attendant In Charge

Experience.Flight Attendant Time.Airline Total : 16

Experience.Flight Attendant Time.Total : 16

Experience.Flight Attendant Time.Type : 99

ASRS Report : 710996

## **Person : 2**

Affiliation.Company : Air Carrier

Function.Observation : Passenger

Function.Other Personnel.Other

## **Person : 3**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## **Events**

Anomaly.Cabin Event : Passenger Electronic Device

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

PAX HAD A RED FLASHING LIGHT ON HER LAPTOP AFTER REQUESTING OVER PA ALL ELECTRONICS TO BE TURNED OFF. I APPROACHED HER AND ADVISED HER THE DEVICE NEEDED TO BE TURNED OFF, SHE SAID IT WAS. I AGAIN SAID THE PWR NEEDED TO BE TURNED OFF, SHE SAID IT WAS. I SAID IF THE DEVICE WAS OFF THERE WOULDN'T BE A RED FLASHING LIGHT. I SAID EVEN COMPUTERS NEEDED TO BE COMPLETELY OFF NOT IN STANDBY MODE. SHE SAID SHE HAD IT AS OFF AS IT WOULD GO. I RECOMMENDED SHE TAKE THE BATTERY OUT TO DISCONNECT THE PWR SOURCE. BEFORE TOUCHDOWN HER DEVICE (PHONE/PDA) WAS LIT UP WHITE AND GREEN LIGHTS AND SHE WAS ON IT. I MADE THE TAXI-IN PA AND THEN ADVISED PAX THAT THEIR CELL PHONES AND PAGERS COULD BE USED. SHE HAD BEEN ON HER PHONE WELL BEFORE BEING ADVISED SHE COULD. AS SOON AS THE SEAT BELT SIGN WAS TURNED OFF SHE RUSHED TO THE FRONT OF THE ACFT (WHERE I WAS) TO CONTINUE TELLING ME THAT I DIDN'T KNOW WHAT I WAS TALKING ABOUT. SHE WAS TRYING TO TELL ME ALL ABOUT HER DEVICE'S FUNCTIONS. I SAID I ONLY HAVE TO VERIFY IT'S OFF OR NOT TRANSMITTING IN FLIGHT. SHE SAID I NEEDED TO TAKE THE BATTERY OUT OF MY WATCH BECAUSE IT WAS THE SAME THING. SHE THEN SAID I WAS CRABBY AND SHOVED HERSELF BY ME TO GET OFF THE ACFT.

## **Synopsis**

MD80 CABIN ATTENDANT RPTS PAX WOULD NOT TURN OFF LAPTOP COMPUTER ON DESCENT AND WAS TALKING ON MOBILE DEVICE BEFORE LANDING.

**ACN: 710800**

## **Time / Day**

Date : 200609

Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.ATC Facility : ZZZ.ARTCC

State Reference : US

## **Environment**

Weather Elements : Turbulence

Light : Daylight

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B757 Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

Qualification.Flight Attendant.Aircraft Qualified On : 3

Experience.Flight Attendant Time.Airline Total : 21

Experience.Flight Attendant Time.Total : 21

Experience.Flight Attendant Time.Type : 100

ASRS Report : 710800

## **Person : 2**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## **Person : 3**

Affiliation.Other : Personal

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct

Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Environmental Factor

Problem Areas : Passenger Human Performance

## **Narrative**

PAX APCHED FIRST CLASS AND DEMANDED A BEER. THIS OCCURRED BEFORE THE SVC HAD BEGUN AND WE WERE EXPERIENCING TURB. HE SAID HE HAD BEEN TREATED POORLY IN THE ARPT DUE TO BEING OF FOREIGN DESCENT. HE THEN WENT BACK TO HIS SEAT AND I BROUGHT HIM A BEER WHEN IT WAS SAFE. I DIDN'T HAVE CONTACT WITH HIM AGAIN UNTIL THE LAST HR OF THE FLT WHEN HE CROSSED INTO FIRST CLASS REQUESTING ANOTHER BEER. THE #5 FLT ATTENDANT TOLD HIM TO RETURN TO HIS SEAT, THAT HE WASN'T SUPPOSED TO CROSS INTO FIRST CLASS. HE THEN PROCEEDED TO THE BACK GALLEY WHERE HE WAS REQUESTING A BEER. THE #5 FLT ATTENDANT APCHED HIM AND TOLD HIM HE WASN'T GOING TO GET ANOTHER BEER. AT THIS POINT, I WAS IN THE FORWARD GALLEY AND I COULD SEE THE BACK GALLEY AND SEE THIS MAN YELLING AND POINTING HIS FINGER AT THE #5 FLT ATTENDANT. HE WAS GETTING AS CLOSE AS HE COULD WITH HIS FISTS CLENCHED. ABOUT THIS TIME, A PAX COMES OUT OF THE LAVATORY (A RETIRED POLICEMAN) AND INTERVENES AND REQUESTS THAT THE PAX RETURN TO HIS SEAT. HE DID AND THERE WASN'T ANOTHER DISTURBANCE. WE HAD A COMPANY PLT ON BOARD WHO WAS AWARE OF THE SITUATION AND KEEPING AN EYE ON THE PAX AS WELL AS THE RETIRED POLICEMAN. THIS PARTICULAR PAX WAS AN ANGRY INDIVIDUAL WHO USED THE EXCUSE OF HIS NATIONALITY TO SPIRAL OUT OF CTL. I FELT HE WAS VERY THREATENING TO OUR SAFETY AS WELL AS OTHER PAX.

## **Synopsis**

CABIN ATTENDANT RPTS DISRUPTIVE BEHAVIOR BY UNRULY PAX. A RETIRED POLICEMAN HELPED DEFUSE THE PROBLEM.

**ACN: 706499**

## **Time / Day**

Date : 200607  
Local Time Of Day : 0601 To 1200

## **Place**

Locale Reference.Airport : DFW.Airport  
State Reference : TX  
Altitude.AGL.Single Value : 0

## **Environment**

Light : Daylight

## **Aircraft : 1**

Controlling Facilities.Tower : DFW.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : MD-80 Super 80  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked  
Flight Phase.Ground : Taxi

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Experience.Flight Attendant Time.Airline Total : 8  
Experience.Flight Attendant Time.Total : 8  
Experience.Flight Attendant Time.Type : 90  
ASRS Report : 706499

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 3**

Affiliation.Other : Personal  
Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Resolatory Action.Other

## **Assessments**

Problem Areas : Passenger Human Performance



## **Narrative**

PAX WITH LAP-CHILD. CHILD COULD NOT BE PROPERLY RESTRAINED FOR TAXI, TKOF PHASES OF FLT. CHILD WAS UNCTABLE AND COULD NOT BE CALMED DOWN DESPITE EXTREME EFFORTS BY CABIN CREW AND NEARBY PAX. PAX WAS ASKED TO BE REMOVED AND POSSIBLY GET ON NEXT FLT TO FINAL DEST. LAP CHILD WAS BIG FOR AGE (23 MONTHS). CHILD SHOULD HAVE HAD OWN SEAT. THE PROB WAS DISCOVERED DURING THE MOST CRITICAL PHASE OF FLT WHEN CREW IS PERFORMING THE ARMING AND XCHKING OF DOORS. CHILD WAS IN AISLE AND WALKED TO DOOR WHEN I NEEDED TO ARM IT AND WOULD NOT OBEY PARENT/GUARDIAN WHEN TOLD TO RETURN TO SEAT, NOR CABIN CREW.

## **Synopsis**

AN ACR ACFT RETURNED TO THE GATE TO REMOVE AN UNCONTROLLABLE CHILD WHO WITH HIS PARENT/GUARDIAN WOULD NOT CONFORM TO PAX TKOF FARS.

**ACN: 706125**

## **Time / Day**

Date : 200608  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : EGKK.Airport  
State Reference : FO

## **Environment**

Light : Daylight

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B767 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level  
Flight Phase.Ground : Parked  
Flight Phase.Ground : Taxi

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
Qualification.Flight Attendant.Aircraft Qualified On : 3  
Experience.Flight Attendant Time.Airline Total : 34  
Experience.Flight Attendant Time.Total : 0.34  
Experience.Flight Attendant Time.Type : 100  
ASRS Report : 706125

## **Person : 2**

Function.Observation : Passenger

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Events**

Anomaly.Cabin Event : Passenger Contraband  
Anomaly.Cabin Event : Passenger Misconduct  
Independent Detector.Other.Flight CrewA : 1  
Independent Detector.Other.Flight CrewB : 3  
Resolutive Action.None Taken : Unable

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

FIRST FLT ATTENDANT SAW PAX TAKE MEDS OR PILLS BECAUSE WANTED WATER AT BOARDING. SECOND FLT ATTENDANT FOUND EMPTY BOTTLE OF BAILEY'S IN BACK SEAT POCKET. BOTH DON'T MIX. THIRD FLT ATTENDANT, PAX THREW A BOTTLE OF COKE(?) WE THOUGHT, BUT IT HAD BAILEY'S IN IT. THIS BOTTLE HIT A PAX. FOURTH FLT ATTENDANT SAW PAX CLBING OVER SEATS AND TALKING DIRTY LANGUAGE. HE THEN ASKED HER TO COME TO BACK WHERE I WITNESSED CONVERSATION. HE WAS VERY PROFESSIONAL, BUT DURING COURSE OF CONVERSATION SHE ACCUSED HIM OF TOUCHING HER INAPPROPRIATELY, WHICH IS FALSE. SHE SHOVED FLT ATTENDANT #7 IN BACK WHILE SHE TRIED TO HELP CHILD TO BATHROOM. SAME PAX CROSSED TO 29J AND STARTED TO PUT HER ARM AROUND HIM AND KISSED HIM. HE TOLD HER TO RETURN TO HER SEAT. SHE MADE A LOT OF NOISE. WE ASKED FOR LAW ENFORCEMENT AT DOOR OF DEPLANING. I WAS IN BACK AT MY DOOR 4R. TO THE BEST OF MY KNOWLEDGE, I DON'T KNOW IF SHE WAS APCHED, BUT AT IMMIGRATION 2 UNIFORMED GENTLEMEN ASKED ME WHO SHE WAS. I POINTED HER OUT TO THEM, THEY KEPT AN EYE ON HER. I DON'T KNOW WHAT EVER HAPPENED.

## **Synopsis**

FLT ATTENDANT RPTS UNRULY PAX ON FLT FROM EGKK.

**ACN: 705086**

## **Time / Day**

Date : 200608  
Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Intersection : ZZZZZ  
State Reference : US  
Altitude.MSL.Single Value : 35000

## **Environment**

Flight Conditions : VMC  
Light : Night

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZ.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B757-200  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level  
Route In Use.Enroute : Other Oceanic

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
Experience.Flight Time.Last 90 Days : 210  
Experience.Flight Time.Total : 13000  
Experience.Flight Time.Type : 2500  
ASRS Report : 705086

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 4**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

I GOT A CALL FROM THE FLT ATTENDANT THAT WE HAD AN IRATE PAX IN THE BACK. HE WAS DISRUPTIVE AND YELLING BECAUSE THE FLT ATTENDANTS WOULD NOT SELL HIM COOKIES OUT OF THE BUY ON BOARD BOX. HE BECAME VERBALLY ABUSIVE TO SEVERAL FLT ATTENDANTS AND THEY FELT HE HAD THE APPEARANCE OF BEING ON DRUGS. HE HAD HIS PARENTS WITH HIM AND WAS TRAVELING WITH A GROUP INCLUDING HIS GIRLFRIEND. THE PARENTS STATED THAT HE WAS 'OUT OF CTL.' HE STARTED A FIGHT WITH HIS GIRLFRIEND AND TOOK A SWING AT THE PAX BEHIND HIM. HE TOLD ANOTHER PAX THAT HE HOPED 'THE PLANE WOULD GO DOWN AND EVERYONE WOULD GO DOWN WITH IT.' AT THIS POINT WE DECIDED WE WERE DEALING WITH A LEVEL 2 THREAT AND FOLLOWED THE PROC IN OUR FLT MANUAL. OUR PURSER GOT OUT THE SECURITY KIT IN CASE RESTRAINT WAS REQUIRED. IF RESTRAINT WAS NEEDED. PAX'S FATHER WAS HELPFUL IN KEEPING PAX RESTRAINED AND SOMEWHAT UNDER CTL. PAX IN THE SURROUNDING AREA WERE VERY FRIGHTENED WITH HIS OUTBURSTS AND FEARFUL OF HIS ACTIONS. THEN WE REQUESTED LAW ENFORCEMENT TO MEET THE FLT.

## **Synopsis**

AN IRATE PAX IS SUBDUED AND RESTRAINED BY FELLOW PAX.

**ACN: 704364**

## **Time / Day**

Date : 200607  
Local Time Of Day : 0601 To 1200

## **Place**

Locale Reference.Airport : SVMC.Airport  
State Reference : FO  
Altitude.AGL.Single Value : 0

## **Environment**

### **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B757-200  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Preflight  
Flight Phase.Ground : Pushback  
Flight Phase.Ground : Taxi

### **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
Qualification.Flight Attendant.Aircraft Qualified On : 4  
Experience.Flight Attendant Time.Airline Total : 17  
Experience.Flight Attendant Time.Total : 17  
Experience.Flight Attendant Time.Type : 5  
ASRS Report : 704364

### **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

### **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

### **Person : 4**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Anomaly Accepted  
Consequence.Other : Company Review  
Consequence.Other

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Flight Crew Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

THE FLT WAS SUPPOSED TO DEPART AT XA06. AGENTS STOPPED BOARDING. I WAS IN THE BACK AND ONLY FOUND OUT WHEN #2 FLT ATTENDANT TOLD ME AT ABOUT XA00 THAT THERE WAS A PROB. THE CAPT DID NOT MAKE ANY ANNOUNCEMENTS FOR 2 HRS. ONLY FLT ATTENDANT #2 MADE A FEW THAT CAPT IS DOING MAINT CHKS. FINALLY AFTER ALMOST 2 HRS THEY 'THREW' THE REST OF THE PEOPLE ON BOARD AND WE STARTED PUSHING BACK. I CALLED #1 FLT ATTENDANT AND TOLD HER THAT THERE WERE PEOPLE STANDING IN THE AISLES, OVERHEAD BINS OPEN, LUGGAGE ON THE FLOOR. 'WE ARE NOT READY.' WE STOPPED PUSHING BACK TILL EVERYBODY WAS SEATED AND CABIN READY. WHEN THE GND PWR GOT DISCONNECTED, THE ACFT LOST PWR COMPLETELY FOR ABOUT 30 SECONDS. THAT WAS ENOUGH FOR PAX TO GET VERY UNEASY AND SCARED. THE EXIT SIGNS AND EMER LIGHTS CAME ON. WHEN WE STARTED FORWARD ON OUR OWN PWR, A PAX CAME TO THE BACK GALLEY AND TOLD ME YELLING, HE WANTED TO GET OFF, WANTED HIS LUGGAGE (WAS POINTING TO THE MEAL CARTS) AND SAID HE WANTED OUT, POINTING TO THE 4L EXIT DOOR. I TOLD HIM HE HAD TO SIT DOWN TWICE -- THE SECOND TIME IN A RAISED VOICE. HE ONLY SAT DOWN ON HIS ARM REST, HIS CARRY-ON IN HIS LAP. WE KEPT MOVING FORWARD. I CALLED #1 FLT ATTENDANT, TOLD HER ABOUT THE SITUATION THEN CAPT MADE 2 PA'S THAT PAX SHOULD BE SEATED. THE MAN WAS NON COMPLIANT AND EVEN STARTED WALKING TO THE FRONT OF THE ACFT. I CALLED THE COCKPIT -- NO ANSWER. THEN I WAS REALLY AFRAID WE WOULD TAKE OFF AND THE SITUATION WOULD ESCALATE TO SOMETHING REALLY BAD. THEN I HEARD CAPT'S PA THAT WE WERE GOING BACK TO THE GATE AND AUTHS WERE MEETING THE ACFT. IN THE BACK OF THE ACFT PEOPLE STARTED PANICKING -- KIDS WERE CRYING. NOBODY KNEW WHY WE WERE 2 HRS LATE. WHEN WE WERE WAITING FOR THE LUGGAGE TO BE REMOVED, THE CAPT MADE AN EXPLANATORY PA ABOUT THE DELAY.

## **Synopsis**

B757 CABIN CREW HAS PAX STANDING DURING TAXI, ACFT RETURNS TO THE GATE.

**ACN: 700168**

## **Time / Day**

Date : 200606  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Navaid : LNK.VORTAC  
State Reference : NE  
Altitude.MSL.Single Value : 37000

## **Environment**

Flight Conditions : VMC  
Weather Elements : Turbulence

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZDV.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B757-200  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer  
Experience.Flight Time.Last 90 Days : 210  
Experience.Flight Time.Total : 4500  
Experience.Flight Time.Type : 800  
ASRS Report : 700168

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 4**

Affiliation.Company : Air Carrier  
Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR



Independent Detector.Other.Flight CrewA : 2  
Resolatory Action.Other

## **Assessments**

Problem Areas : Passenger Human Performance  
Problem Areas : Weather

## **Narrative**

WE WERE CRUISING AT FL370 ABOUT 15 MI N OF THE LNK VOR. THERE WAS CONVECTIVE ACTIVITY WITH OCCASIONAL LIGHT CHOP. THE FASTEN SEAT BELT SIGN HAD BEEN ON FOR APPROX 6 MINS. WHILE IN VMC, ENCOUNTERED CONTINUOUS MODERATE CHOP WITH OCCASIONAL MODERATE TURB. DESPITE THE SEAT BELT SIGN BEING ON AND A PA ANNOUNCEMENT FROM THE FLT ATTENDANTS ABOUT STAYING IN YOUR SEAT WITH BELTS FASTENED, SOME PAX DECIDED THEY STILL NEEDED TO BE OUT OF THEIR SEATS FOR SOME REASON. WHEN WE SUDDENLY HIT THE MODERATE CHOP WITH OCCASIONAL MODERATE TURB, I MADE A PA FOR THE FLT ATTENDANTS TO IMMEDIATELY TAKE A SEAT. (THEY WERE ALREADY SEATED.) THE PAX THAT WERE OUT OF THEIR SEATS, SUDDENLY REALIZED THAT MAYBE IT WAS A GOOD IDEA FOR THEM TO BE SEATED, AND IMMEDIATELY SEATED THEMSELVES IN THE AISLE. THE ENCOUNTER LASTED ABOUT 4 MINS. ATC WAS INFORMED ABOUT THE TURB, WE REQUESTED A CLB TO FL390, AND SENT A PIREP TO DISPATCH. AT FL390, THE RIDE IMPROVED TO OCCASIONAL LIGHT CHOP. THERE WERE NO INJURIES TO ANY OF THE PAX. THIS IS BEING SENT TO HIGHLIGHT A SITUATION THAT COULD HAVE HAD BAD RESULTS EVEN THOUGH WE AS A CREW DID EVERYTHING RIGHT. I'VE NOTICED AN INCREASING TREND THAT PAX ARE IGNORING THE FASTEN SEAT BELT SIGN, FLT ATTENDANT ANNOUNCEMENTS, AND THE SAFETY DEMO AT THE BEGINNING OF THE FLT, WITH REGARDS TO SEAT BELT USAGE. THEY SIMPLY DO WHAT THEY WANT, WHEN THEY WANT. MAYBE WE AS A COMPANY NEED TO DO A BETTER, MORE AGGRESSIVE JOB OF ADVOCATING SAFETY BEFORE SOMEONE GETS HURT, EVEN THOUGH WE AS A FLT CREW DO EVERYTHING RIGHT.

## **Synopsis**

A B757-200 FO DISCUSSES PAX UNWILLINGNESS TO REMAIN SEATED WHEN A PA WAS MADE ANNOUNCING IMPENDING TURB AND THE SEAT BELT SIGN IS ON.

**ACN: 699139**

## **Time / Day**

Date : 200606  
Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.ATC Facility : ZAU.ARTCC  
State Reference : IL  
Altitude.MSL.Single Value : 35000

## **Environment**

Flight Conditions : VMC  
Light : Night

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZAU.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B757-200  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level  
Route In Use.Arrival.STAR : N/S

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
Experience.Flight Time.Last 90 Days : 180  
Experience.Flight Time.Total : 16000  
Experience.Flight Time.Type : 3000  
ASRS Report : 699139

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Function.Oversight : Flight Attendant In Charge

## **Person : 3**

Affiliation.Other : Personal  
Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Independent Detector.Other.Flight CrewA : 1  
Resolutive Action.None Taken : Anomaly Accepted  
Consequence.Other : Company Review

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Flight Crew Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

PRIOR TO DEP, I KNEW OF NO PAX WITH SPECIAL NEEDS. I BELIEVE THE CHIEF PURSER DID NOT KNOW AS WELL. ONLY AFTER TKOF, ABOUT 20-30 MINS INTO THE FLT, DID SHE CALL THE COCKPIT AND ADVISE ME OF A PAX WITH 'MENTAL PROBS/ISSUES.' SHE SAID HE WAS BEING ESCORTED BY A FRIEND OR RELATIVE. I ONLY LEARNED OF THAT BECAUSE SHE ALERTED ME THAT HE WAS BECOMING A BEHAVIORAL PROB AND BOTHERING OTHER PAX AROUND HIM. I RECOMMENDED SHE MOVE SURROUNDING PAX FROM HIS AREA SINCE WE HAD OPEN SEATS. AFTER THE FIRST CALL FROM THE CHIEF PURSER I RELATED THAT INFO AND SEAT ASSIGNMENTS TO DISPATCH AND ASKED FOR INFO ON BOTH PAX. THE DISPATCHER THEN TOLD ME HE HAD A NOTE ON THE MANIFEST ABOUT MENTAL PROBS OR SOMETHING TO THAT EFFECT REGARDING ONE OF THE PAX IN QUESTION. NEEDLESS TO SAY IT WOULD HAVE BEEN PRUDENT FOR ME TO HAVE KNOWLEDGE OF THIS PRIOR TO TKOF. MISTAKE/OVERSIGHT #1! DURING A FOLLOW-UP CALL TO THE CHIEF PURSER A FEW MINS LATER, I WAS ADVISED THAT THE PAX HAD SETTLED DOWN A BIT AND SHE BELIEVED THINGS WOULD BE OK. DISPATCHER ASKED ME DURING MY FIRST INQUIRY IF I HAD A SECURITY ALERT. I ANSWERED NO AT THAT TIME. I HAD ONLY VAGUE AND UN-ALARMING INFO AT THAT POINT IN TIME. A SHORT TIME LATER THE CHIEF PURSER CALLED ME AGAIN AND I WAS ADVISED THAT THE PAX WAS GETTING VERBALLY UNRULY WITH SURROUNDING PAX AND FLT ATTENDANTS. I ADVISED HER TO RECRUIT HELPERS, ONE BEING DEADHEADING CAPT, AND I MENTIONED TO HER THAT THERE WERE A FEW BIG SPORTS PLAYERS IN FIRST CLASS IF SHE NEEDED THEM FOR ASSISTANCE AND SHE SHOULD ASK THEM. I WAS TOLD THAT CAPT WENT BACK TO STAY WITH THE PAX AND SHORTLY THEREAFTER WAS TOLD THAT THE PAX STRUCK THE CAPT AND SHOVED THE CHIEF PURSER AND HE WAS UP AND IN THE AISLE. THESE NEW EVENTS OCCURRED ABOUT 30 MINS FROM ORD. I THEN NOTIFIED DISPATCH OF 'SECURITY LEVEL 2.' I ALSO ASKED HIM FOR SECURITY AND CUSTOMER SVC REPRESENTATIVE TO MEET THE ACFT. I PROCEEDED TO ASK FOR EXPEDITIOUS HANDLING TO ORD FROM ATC DUE TO 'SECURITY THREAT.' I ALSO REQUESTED RWY 22R DUE TO ITS CLOSE PROX TO THE GATES. (ORD WAS LNDG TO THE E WITH LIGHT WINDS.) I ASKED ATC TO HAVE MEDICAL AND SECURITY STANDING BY ON ARR AS WELL. I RECEIVED EVERYTHING I ASKED FOR FROM ATC. I QUICKLY FLEW DIRECTLY TO ORD WITH THE INTENTION OF REMOVING THE PAX ASAP AND RECEIVING MEDICAL ATTN TO INJURED PAX OR CREW MEMBERS. NATURALLY, I HAD NO IDEA HOW MUCH THINGS COULD ESCALATE OR IF THIS WAS A RUSE THAT COULD POTENTIALLY GROW INTO SOMETHING MORE SERIOUS. I BELIEVED WE HAD AN URGENT SITUATION AND FELT IT WOULD BE PRUDENT TO REMOVE THE THREATENING PAX ASAP. MY CONCERN WAS TO ELIMINATE THE POSSIBILITY OF MORE INJURIES AND TO PREVENT IT FROM MOVING TO A HIGHER SECURITY THREAT LEVEL. AFTER LNDG, I ARRIVED AT THE GATE WITHIN APPROX 30 SECONDS AND OBSERVED ALL APPROPRIATE EMER VEHICLES NEAR THE GATE. I MADE A STERN PA ANNOUNCEMENT TO THE PAX TO REMAIN IN THEIR SEATS AFTER PARKING AND I WOULD TURN OFF THE SEATBELT SIGN WHEN APPROPRIATE. I BELIEVE THEY REALIZED FROM THE EVENTS THAT OCCURRED THAT WE HAD A SECURITY ISSUE AND SECURITY PERSONNEL WERE GOING TO BOARD THE ACFT. AFTER PARKING AT THE GATE I WAS EXPECTING THE JETWAY TO BE POSITIONED QUICKLY AND TO HAVE SECURITY AND MEDICAL PERSONNEL STANDING BY ON THE JETWAY. I

WAS ASTONISHED TO SEE THAT IT TOOK 2-3 MINS (MAYBE LONGER) FOR THE JETWAY TO POS TO THE ACFT. WE WERE WAITING FOR A JETWAY DRIVER! LUCKILY THIS SECURITY THREAT DID NOT ESCALATE BUT I CAN'T IMAGINE WHAT THE OUTCOME COULD HAVE BEEN. WHAT IF PAX WERE BEING INJURED OR WORSE YET KILLED AND WE COULD NOT GET THE JETWAY TO THE ACFT? WAITING FOR THOSE FEW EXTRA MINS COULD HAVE HAD A DEVASTATING IMPACT ON THE PAX'S SAFETY. THE LEGAL AND MORAL RAMIFICATIONS ARE TREMENDOUS. I ALSO MUST SAY THAT I AM SURE THE PAX WERE IMPRESSED WITH THE FLT CREW'S PROFESSIONALISM AND DEGREE OF URGENCY WITH WHICH THE SITUATION WAS HANDLED, AIRBORNE AND WITH TAXI IN. UNFORTUNATELY, AFTER PARKING AND WAITING FOR A JETWAY DRIVER I AM SURE THEIR RESPECT FOR AIRLINE X DIMINISHED DRAMATICALLY.

### **Synopsis**

B757 CREW EXPERIENCED PAX DISRUPTION AND PERCEIVED SECURITY THREAT ENROUTE.

**ACN: 698582**

## **Time / Day**

Date : 200605  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : TJSJ.Airport  
State Reference : PR  
Altitude.AGL.Single Value : 0

## **Environment**

Light : Daylight

## **Aircraft : 1**

Controlling Facilities.Tower : TJSJ.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : B757 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
Qualification.Flight Attendant.Aircraft Qualified On : 5  
Experience.Flight Attendant Time.Airline Total : 10  
Experience.Flight Attendant Time.Total : 10  
Experience.Flight Attendant Time.Type : 80  
ASRS Report : 698582

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Cabin Event.Other  
Independent Detector.Other.Flight CrewA : 1  
Resolatory Action.None Taken : Anomaly Accepted  
Consequence.Other : Company Review

## **Assessments**

Problem Areas : Company  
Problem Areas : Flight Crew Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

I WAS FLT ATTENDANT #4 FLT FROM TJSJ. I WAS AT MY BOARDING POS AT DOORS 2L/R ON B757 ACFT. PAX XXX BOARDED ACFT. PAX WAS STAGGERING AND CONSISTENTLY TALKING ABOUT NOTHING AS HE WAS GOING TO HIS SEAT. PAX WAS WITH HIS WIFE, BOTH SEATED AT EMER EXIT ROW SEATS. I NOTICED AS BOARDING CONTINUED, PAX WENT TO AFT ACFT AFTER GETTING SITUATED INTO HIS SEAT. PAX THEN RETURNED TO HIS SEAT WITH GLASSES OF ICE IN HIS HAND. FLT ATTENDANT #2 CONTACTED ME VIA INTERPHONE AND INDICATED PAX APPEARED TO BE INTOXICATED DUE TO HIS ACTIONS. FLT ATTENDANT #2 ASKED PAX IF HE WAS CONSUMING HIS OWN ALCOHOL AND PAX INDICATED NO. BOARDING WAS COMPLETED. I PROCEEDED TO BRIEF EXIT ROW PAX. I BRIEFED PAX AND HIS WIFE AND HE CONTINUED TO INTERRUPT ME. HE APPEARED VERY EDGY AND DISTR. PAX BRIEFING WAS COMPLETE. PAX ASKED ME ABOUT HEADSETS ON THE ACFT AND WHEN AND WHERE HE CAN GET THEM. I INDICATED THAT THEY COULD BE PURCHASED AFTER TKOF. HE INSISTED. I THEN HANDED 2 PAIR OF HEADSETS TO HIS WIFE. I INDICATED THE CHARGE. PAX BEGAN EMPTYING ALL OF HIS POCKETS WITH ALL OF HIS INCIDENTALS, WALLET, ETC, AND DUMPED EVERYTHING ON THE EMPTY MIDDLE SEAT. PAX WAS SHAKING AND CONFUSED. PAX WIFE RAISED HER VOICE AT HER HUSBAND AND INDICATED TO FORGET THE PURCHASING OF HEADSETS -- HE COULD NOT LOCATE HIS MONEY. HEADSETS RETURNED AND PAX SEEMED VERY CONFUSED AND CONTINUED TO TALK ABOUT NOTHING. I ASKED PAX IF HE WAS DRINKING IN THE ARPT TERMINAL PRIOR TO BOARDING AND HE INDICATED NO. FLT ATTENDANT #2 CONTACTED PURSER VIA INTERPHONE AND REQUESTED PAX SVC STAFF AS WELL AS CAPT SHOULD BE ADVISED OF PAX PRIOR TO CLOSING OF ACFT DOOR. I APCHED FORWARD ENTRY AREA AND ENTIRE CREW AGREED THAT PAX SHOULD BE FURTHER INVESTIGATED REGARDING HIS STATE TO TRAVEL IN. CUSTOMER SVC MGR AND OPERATIONAL COORDINATOR ON JETBRIDGE. PURSER ADVISED CAPT OF SIT. PAX SVC STAFF CAME ON BOARD TO SPEAK TO PAX, AFTER ABOUT 2 MINS THEY BOTH RETURNED AND INDICATED TO ENTIRE CREW THAT PAX PROMISED TO BEHAVE FOR THE DURATION OF FLT. HE INDICATED TO PAX SVC STAFF THAT HE WAS ON MEDICATION. CAPT REQUESTED TO SPEAK TO PAX. PAX WAS ASKED TO SPEAK TO CAPT ON JETBRIDGE. PAX'S WIFE FOLLOWED AND INTERRUPTED TO SAY HER HUSBAND ONLY HAD 1 COCKTAIL IN ARPT. PAX THEN SPOKE WITH CAPT ALONE AT TOP OF JETBRIDGE. WITHIN MINS PAX BOTH RETURNED TO ACFT AND TO THEIR SEATS. CAPT INDICATED THAT PAX WAS OK TO TRAVEL SINCE HE HAD ASKED PAX TO WALK A STRAIGHT LINE ON JETBRIDGE AND HE PERFORMED WELL. CABIN CREW AND I WERE CONCERNED BECAUSE NONE OF US HAD EVER HEARD OF A COCKPIT OR CABIN CREW MEMBER PERFORMING A SOBRIETY TEST ON A PAX. CAPT REQUESTED TO BE RESEATED FROM EXIT ROW. CAPT HAD NO REGARD TO FLT ATTENDANT'S CONCERNS AND MADE HIS OWN DECISION AFTER PERFORMING HIS OWN SOBRIETY TEST ON PAX TO TRANSPORT PAX. FLT DEPARTED. DURING FLT, PAX CONTINUED TO APOLOGIZE FOR ALL HIS ACTIONS, CAME TO AFT ACFT RIGHT AFTER TKOF, SAID HE NEEDED A CUP OF COFFEE IMMEDIATELY. CABIN CREW CONSISTENTLY RECEIVES MESSAGES REGARDING TRANSPORTING PAX WHO APPEAR TO BE INTOXICATED/MEDICATED WHILE TRAVELING AND FLT ATTENDANTS SHOULD BE VIGILANT IN RECOGNIZING THIS PRIOR TO TKOF.

## **Synopsis**

B757 CABIN CREW IS CONCERNED WITH PAX BEHAVIOR PRIOR TO DEP.

**ACN: 697606**

## Time / Day

Date : 200605  
Local Time Of Day : 1801 To 2400

## Place

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Altitude.AGL.Single Value : 0

## Environment

Flight Conditions : VMC  
Light : Night

## Aircraft : 1

Operator.General Aviation : Personal  
Make Model Name : SA318 Alouette II  
Operating Under FAR Part : Part 91  
Flight Phase.Ground : Parked

## Person : 1

Affiliation.Other : Personal  
Function.Flight Crew : Single Pilot  
Qualification.Pilot : Commercial  
Experience.Flight Time.Last 90 Days : 50  
Experience.Flight Time.Total : 11300  
Experience.Flight Time.Type : 1500  
ASRS Report : 697606

## Person : 2

Function.Observation : Passenger

## Events

Anomaly.Cabin Event : Passenger Misconduct  
Independent Detector.Other.Flight CrewA : 1  
Resolatory Action.None Taken : Detected After The Fact  
Consequence.Other : Physical Injury

## Assessments

Problem Areas : Flight Crew Human Performance  
Problem Areas : Passenger Human Performance

## Narrative

WE GAVE A BRIEFING TO THE 3 RIDERS ABOUT BOARDING THE HELI BY THE PLT ASSISTANT MR X. LOAD PERSONNEL MR Y LOADED THE ACFT. AFTER A \$10, 2 MIN RIDE THE HELI LANDED. UPON EXIT, MR Z STOOD ON THE HELI FLOOR, LEANED OUT THE DOOR, RAISED HIS HAND TO WAVE AND JUMPED OUTWARD AND



UPWARD IN THE AIR. THE ROTOR BLADE CONTACTED HIS HAND. THE PLT, MR W, DID NOT SEE MR Z RAISE HIS HAND AND DID NOT SEE THE CONTACT WITH THE MAIN ROTOR BLADE AND SHUT DOWN THE HELI AT THIS TIME. THE INJURY APPEARED TO BE IN THE FINGERS ONLY AND ONLY 2 FINGERS WITH SOME BLEEDING. THE INJURY DID NOT APPEAR TO BE SERIOUS.

### **Synopsis**

ALOUETTE-2 PLT HAS A PAX RAISE HIS HAND AND RECEIVE AN INJURY TO HIS FINGERS BY THE MAIN ROTOR BLADE.

**ACN: 697594**

## **Time / Day**

Date : 200605  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : ORD.Airport  
State Reference : IL  
Altitude.AGL.Single Value : 0

## **Environment**

Light : Daylight

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B777 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant.Aircraft Qualified On : 2  
Experience.Flight Attendant Time.Total : 28  
Experience.Flight Attendant Time.Type : 90  
ASRS Report : 697594

## **Person : 2**

Affiliation.Other : Personal  
Function.Observation : Passenger

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 4**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Resolatory Action.Other

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Company

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

## **Narrative**

I WAS NOT DIRECTLY INVOLVED IN THIS EVENT, HOWEVER, I DID WITNESS 2 ORD POLICE OFFICERS COME ON THE FLT AND REMOVE THE PAX. THE CABIN CREW ON THIS FLT WORK TOGETHER ALL THE TIME. WE'VE KNOWN EACH OTHER FOR YRS AND I FEEL OUR JUDGEMENT IN THESE SITUATIONS IS FLAWLESS. THEREFORE, WHEN A SITUATION OCCURS, SUCH AS THIS, ALL THE FLT ATTENDANTS WILL SUPPORT EACH OTHER AND IF ONE FLT ATTENDANT IS UNCOMFORTABLE WITH THIS PAX ON BOARD AND WANTS HIM OR HER OFF, WE ALL DO OR WE ALL WALK OFF. THE CAPT DID NOT BACK UP THE FLT ATTENDANTS IN THIS INCIDENT, THEREFORE, IT TOOK QUITE A BIT OF TIME TO HAVE THIS PAX REMOVED BECAUSE NO ONE IN MGMNT COULD MAKE A DECISION. JUST TO PUT THE COMPANY ON NOTICE THE DAYS OF PUTTING UP WITH CRAP FROM PAX ARE OVER. WE WILL NOT TAKE A TRIP WHEN WE FEEL THE SITUATION IS PRECARIOUS AND POSSIBLY VOLATILE.

## **Synopsis**

FLT ATTENDANT ABOARD B777 RPTS THE REMOVAL OF AN ALLEGEDLY MISBEHAVING PAX.

**ACN: 693437**

## Time / Day

Date : 200604

## Place

Locale Reference.ATC Facility : ZZZZ.ARTCC

State Reference : FO

## Environment

Weather Elements : Turbulence

Light : Daylight

## Aircraft : 1

Controlling Facilities.ARTCC : ZZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B777 Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

Route In Use.Enroute : Pacific

## Person : 1

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

Experience.Flight Attendant Time.Airline Total : 42

Experience.Flight Attendant Time.Total : 42

Experience.Flight Attendant Time.Type : 95

ASRS Report : 693437

## Person : 2

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## Person : 3

Function.Observation : Passenger

Function.Other Personnel.Other

## Events

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Anomaly Accepted

## Assessments

Problem Areas : Passenger Human Performance

## **Narrative**

PAX SMOKED IN LAVATORY ON INBOUND FLT. SHE DID SO AGAIN ON HER RETURN TO RJAA. SHE THREATENED THE CREW, THREW THE CIGARETTES, MATCHES, PASSPORT AND CREDIT CARDS ON THE FLOOR OF THE GALLEY. SHE REFUSED TO TAKE HER SEAT EVEN THOUGH THE SEATBELT SIGN WAS ON. SMOKING PAX CONVINCED ANOTHER PAX TO CHK HER LUGGAGE UNDER THAT PAX'S NAME. POLICE MET FLT. OTHER BEHAVIOR INCLUDED TAKING PICTURES OF CREW, AND ANOTHER SLEEPING PAX, GOING TO A LAVATORY THAT WAS OCCUPIED, BANGING ON THE DOOR, AND TURNING THE HANDLE. TO PREVENT A RECURRENCE, ONCE A PAX SMOKES ON AN ACFT IN THE LAVATORY, THEY SHOULD BE BANNED FROM FLYING ON AN AIRLINE EVER AGAIN. IF THERE WAS A FIRE, NO LAND WAS CLOSE ENOUGH TO LAND. THIS WOMAN WILL CONTINUE TO SMOKE ON AIRPLANES IF ALLOWED TO FLY. FAA SHOULD FINE PAX.

## **Synopsis**

B777 CABIN CREW ENCOUNTERS A PAX SMOKING IN THE AFT LAVATORY AND HAS SECURITY MEET THE ACFT AT THE GATE.

**ACN: 693055**

## **Time / Day**

Date : 200604  
Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Airport : ZZZ.Airport  
State Reference : US  
Altitude.MSL.Single Value : 8000

## **Environment**

Flight Conditions : VMC

## **Aircraft : 1**

Controlling Facilities.TRACON : ZZZ.TRACON  
Operator.Common Carrier : Air Carrier  
Make Model Name : B737-300  
Operating Under FAR Part : Part 121  
Flight Phase.Climbout : Takeoff

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer  
Experience.Flight Time.Last 90 Days : 150  
Experience.Flight Time.Total : 9500  
Experience.Flight Time.Type : 3200  
ASRS Report : 693055

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 3**

Function.Observation : Passenger

## **Person : 4**

Affiliation.Government : FAA  
Function.Controller : Departure

## **Person : 5**

Affiliation.Company : Air Carrier  
Function.Other Personnel : Dispatcher

## **Events**

Anomaly.Cabin Event : Passenger Illness  
Anomaly.Cabin Event : Passenger Misconduct

Independent Detector.Other.ControllerB : 4  
Resolatory Action.Flight Crew : Diverted To Another Airport

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

PRIOR TO DEP, CSR NOTIFIED COCKPIT CREW OF A NERVOUS FLIER WHO HAD ELECTED NOT TO FLY ON A PREVIOUS FLT BUT DECIDED TO FLY ON FLT X. OFFERS WERE MADE TO MEET PAX TO ALLEVIATE FEARS OF FLYING. HE DECLINED BUT DURING BOARDING HE FALSELY INDICATED TO THE CSR THAT PLTS HAD BEEN DRINKING. WE WERE UNAWARE OF THESE ALLEGATIONS. AFTER TKOF, DEP CTL INFORMS US WE HAD A 911 CALL ORIGINATE FROM THE ACFT THAT WE HAD A MENTALLY ILL PAX ON BOARD. IN ADDITION, DISPATCH INFORMED US VIA ACARS THAT A PAX CALLED 911 ACCUSING THE PLTS OF BEING DRUNK. AFTER CONFERRING WITH DISPATCH AUTHS MET THE ACFT AND DETAINED THE PAX. PAX ADMITTED TO MAKING THE CALL AND APOLOGIZED. POLICE DETAINED PAX AND TURNED OVER TO THE FBI. THE FLT COMPLETED WITHOUT FURTHER INCIDENT.

## **Synopsis**

AFTER DEP B737-300 FLT CREW HAS MENTALLY ILL PAX CALL 911 FROM THE ACFT.

**ACN: 690075**

## **Time / Day**

Date : 200603  
Local Time Of Day : 0001 To 0600

## **Place**

Locale Reference.Airport : MKE.Airport  
State Reference : WI  
Altitude.AGL.Single Value : 0

## **Environment**

Weather Elements : Thunderstorm

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : A319  
Operating Under FAR Part : Part 91  
Flight Phase.Ground : Parked

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
Experience.Flight Time.Last 90 Days : 150  
Experience.Flight Time.Total : 9000  
Experience.Flight Time.Type : 800  
ASRS Report : 690075

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 3**

Function.Flight Attendant : On Duty

## **Person : 4**

Function.Observation : Passenger

## **Person : 5**

Function.Other Personnel.Other

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Cabin Event : Passenger Misconduct  
Independent Detector.Other.Flight CrewA : 1  
Independent Detector.Other.Flight CrewB : 2  
Resolatory Action.Flight Crew : Diverted To Another Airport



## Assessments

Problem Areas : Passenger Human Performance

Problem Areas : Weather

## Narrative

WENT INTO HOLDING OVER LNR VOR FOR ORD DUE TO TRSA AT ORD. EXHAUSTED HOLD FUEL AND DECIDED TO DIVERT TO MSN WHICH WAS CLOSEST ARPT WITH GOOD WX. ON APCH INTO MSN, ENCOUNTERED WINDSHEAR AND HAD MINOR FLAP OVERSPD (FLAPS 1 DEG, 3 KT OVERSPD). ON GND IN MSN, PERFORMED REQUIRED FLAP CHK PER MAINT DIRECTION. AFTER FUELING AND ONCE WE GOT ATC RELEASE, DEPARTED AGAIN FOR ORD. WX RADAR FAILED INFLT. ATC ADVISED LEVEL 4 TSTMS IN FRONT OF US. EXECUTED IMMEDIATE 180 DEG TURN BACK TOWARD MSN WHERE WE KNEW KNOWN WX WAS STILL GOOD. CONSULTED MAINT TO DETERMINE IF PULLING AND RESETTING CIRCUIT BREAKERS MAY HELP. MAINT ADVISED US OF LOCATION FOR CIRCUIT BREAKER. DUE TO THE FACT THAT TSTMS WERE IN AREA, I USED MY EMER AUTH TO PULL AND RESET CIRCUIT BREAKERS INFLT. IT DID NOT RESET THE RADAR -- IT WAS STILL INOP. CONSULTED DISPATCH IF OUR PRESENT POS TO MKE WAS FREE OF CONVECTIVE WX. THEY CONFIRMED THAT IT WAS WITH MKE ONLY RPTING LIGHT RAIN. ELECTED TO DIVERT TO MKE SINCE A MECH WOULD BE AVAILABLE THERE AND MAINT EARLIER ADVISED NO MECHS IN MSN. HAD UNEVENTFUL APCH AND LNDG INTO MKE. ONCE ON THE GND THEY HAD NO GATE FOR US, SO WE WERE PARKED ON RAMP APPROX 500 YARDS FROM TERMINAL. WITH COCKPIT DOOR OPEN, ON CONFERENCE CALL WITH DISPATCHER AND MAINT HAD IRATE PAX YELL AT ME, 'I WANT OFF THIS AIRPLANE! WHY DIDN'T YOU LAND IN CHICAGO?!' I TOLD HIM I WAS DOING EVERYTHING IN MY PWR TO GET THE AIRPLANE TO A GATE AND THEN HE WENT TO THE BACK OF THE AIRPLANE. ABOUT 30 MINS LATER, PURSER ADVISED ME SAME PAX JUST CONFRONTED HER AND SAID 'IF I DON'T GET OFF THIS AIRPLANE I'M GOING TO CAUSE TROUBLE!' TO WHICH SHE REPLIED 'IF YOU DO YOU WILL BE ARRESTED' TO WHICH HE REPLIED '\*&%\$ YOU.' UPON LEARNING THIS, I IMMEDIATELY DECLARED LEVEL 1 SECURITY THREAT WITH DISPATCH AND LCL MKE GND CTL. LAW ENFORCEMENT DISPATCHED TO OUR ACFT. LAW ENFORCEMENT BOARDED THROUGH AIRSTAIR AT DOOR 1L. THE PURSER AND MYSELF BRIEFED LAW ENFORCEMENT OF SITUATION. HE TOLD US BASED ON WHAT WE HAD TOLD HIM HE COULD ARREST INDIVIDUAL IF WE WANTED. SINCE AT THAT TIME IT WAS APPARENT WE WERE NOT GOING TO FLY TO ORD SINCE WE HAD NO RADAR AND MAINT ADVISED US THEY DIDN'T HAVE THE PART TO FIX IT, THE PURSER AND I DECIDED IF THIS GENTLEMAN WOULD CALM DOWN AND BEHAVE HE COULD STAY ON THE AIRPLANE. LAW ENFORCEMENT WENT TO TALK TO THE INDIVIDUAL AND THEN CAME BACK AND ADVISED US THAT HE THOUGHT IT WOULD BE BEST TO REMOVE THE INDIVIDUAL FROM THE FLT AND ISSUE HIM A TICKET. SINCE HE DEALS WITH UNRULY PEOPLE FREQUENTLY, I RESPECTED HIS JUDGEMENT AND LET HIM REMOVE THE INDIVIDUAL FROM THE FLT. THE PAX WAS TRAVELING WITH A WIFE AND 2 YOUNG CHILDREN WHO ALSO LEFT WITH HIM. AFTER THIS INCIDENT, IT TOOK COMPANY APPROX ANOTHER 3-4 HRS BEFORE THEY GOT BUSES TO US TO OFFLOAD THE PAX. COMPANY Z UNLOADED BAGS AND BROUGHT TO CAROUSEL SO PAX COULD CLAIM. THIS WAS AN EXTREMELY STRESSFUL NIGHT, THE WORST I'VE HAD IN MY ALMOST 11 YRS AT ACR X. COMPANY Y WAS EXTREMELY UNHELPFUL AND TOTALLY UNPREPARED TO HANDLE US WHICH MADE THE SITUATION WORSE.

## **Synopsis**

A319 FLT CREW HAS TO DIVERT DUE TO WX AND INOP WX RADAR. PAX BECOMES IRATE AND UNRULY. FLT CREW DECLARES LEVEL 1 THREAT. PAX ARRESTED AND ESCORTED OFF ACFT.

**ACN: 689287**

## **Time / Day**

Date : 200603  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : FLL.Airport  
State Reference : FL  
Altitude.AGL.Single Value : 0

## **Environment**

Flight Conditions : VMC  
Light : Daylight

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B737-300  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked  
Flight Phase.Ground : Pushback

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer  
Experience.Flight Time.Last 90 Days : 250  
Experience.Flight Time.Total : 6000  
Experience.Flight Time.Type : 1800  
ASRS Report : 689287

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 3**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Independent Detector.Other.Flight CrewA : 1  
Independent Detector.Other.Flight CrewB : 2  
Resolutive Action.None Taken : Anomaly Accepted  
Consequence.Other : Company Review

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Flight Crew Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

AFTER PUSHING BACK FROM GATE, WE WERE INFORMED DURING THE START OF ENG #1 THAT A PAX IN THE FRONT ROW HAD COMMENTED THAT ONE OF THE PLTS HAD SMELLED LIKE ALCOHOL. WE SHUT DOWN THE ENGS AND RETURNED TO THE GATE TO QUESTION THE PAX. WE WERE MET BY STATION PERSONNEL TRAINED TO HANDLE THESE SITS. THE PAX, WHO PRE-BOARDED IN A WHEELCHAIR, SHOWED NO DIFFICULTY WALKING INTO THE JETWAY TO ANSWER OUR QUESTIONS. SHE DENIED MAKING ANY COMMENTS ABOUT ALCOHOL AND SAID SHE WAS JOKING. ANOTHER PAX TOLD US SHE HAD MADE COMMENTS TO THE EFFECT THAT ONE OF THE PLTS HAD BEEN DRINKING, BUT IT WAS A JOKE. I INFORMED THEM BOTH THAT SUCH COMMENTS HAD TO BE TAKEN SERIOUSLY AND THAT WE (THE PLTS) HAD NOT BEEN DRINKING. THE CAPT CONTACTED THE CHIEF PLT REGARDING THE SIT. THEY AGREED TO HAVE TRAINED ALCOHOL OBSERVERS FROM THE STATION CERTIFY OUR SOBRIETY. THIS WAS DONE IN THE JETWAY, WE RE-ENTERED THE PLANE AND DEPARTED WITHOUT INCIDENTS. THE PAX INVOLVED IN MAKING THE COMMENTS WERE OFFERED ALTERNATE FLT ARRANGEMENTS, IF THEY FELT UNCOMFORTABLE WITH OUR ABILITY TO SAFELY FLY. ONCE AGAIN, THEY SAID IT WAS ALL A JOKE AND CHOSE TO CONTINUE.

## **Synopsis**

B737 FLT CREW HAS PAX SUGGEST THAT ONE OF THE PLTS SMELLS OF ALCOHOL. FLT CREW IMMEDIATELY RETURNS TO GATE AND HAS QUALIFIED PERSONNEL CERTIFY SOBRIETY.

**ACN: 684188**

## **Time / Day**

Date : 200601

## **Place**

Locale Reference.Airport : MDPP.Airport

State Reference : FO

Altitude.AGL.Single Value : 0

## **Environment**

Flight Conditions : VMC

Light : Daylight

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier

Make Model Name : B757 Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Ground : Parked

Flight Phase.Ground : Preflight

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Controller : Non Radar

Qualification.Flight Attendant : Currently Qualified

Qualification.Flight Attendant.Aircraft Qualified On : 4

Experience.Flight Attendant Time.Airline Total : 19

Experience.Flight Attendant Time.Total : 19

Experience.Flight Attendant Time.Type : 100

ASRS Report : 684188

## **Person : 2**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Function.Oversight : Flight Attendant In Charge

## **Person : 3**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## **Person : 4**

Function.Observation : Passenger

## **Person : 5**

Function.Observation : Passenger

## Person : 6

Function.Observation : Passenger

## Events

Anomaly.Cabin Event : Passenger Misconduct

Resolatory Action.Other

## Assessments

Problem Areas : Aircraft

Problem Areas : Passenger Human Performance

## Narrative

DURING BOARDING I WAS IN THE AFT GALLEY ALONE PREPARING INSERTS WHEN PAX, MS Y, STARTED YELLING AT ME THAT HER SEAT CUSHION WAS WET. I STEPPED TOWARDS HER AND SHE THREW THE SEAT CUSHION AT MY FEET. I SAID 'PLEASE, DON'T THROW THE SEAT CUSHION AT MY FEET.' I THEN TOLD HER, 'WE ARE AWARE OF THE SITUATION, AND ARE IN THE PROCESS OF FIXING THE PROB. IN THE MEANTIME....' I REACHED FOR A BLANKET AND SAID 'WHILE YOU'RE WAITING HERE'S A BLANKET TO COVER THE WET SPOT.' SHE AND MR X STARTED SCREAMING, 'WE PAID GOOD MONEY, HOW DARE YOU ASK ME TO SIT ON A WET CUSHION, ETC.' I SAID 'THIS IS JUST TEMPORARY TILL A NEW CUSHION ARRIVES.' THEY CONTINUED TO SCREAM AT ME ABOVE MY VOICE. I SAID, 'OK, STAND HERE.' I CONTINUED WORKING IN GALLEY TILL MR X STARTED SCREAMING ABOUT THE SITUATION AGAIN. I TURNED AROUND AND HE THREW THE SEAT CUSHION AT ME AND HIT ME. STARTLED, I AGAIN STARTED TO EXPLAIN. THEY WOULD NOT LISTEN. MS Y ASKED FOR MY NAME. I TOLD HER. SHE WANTED MY LAST NAME. I SAID 'ABSOLUTELY NOT.' SHE STARTED THREATENING ME THAT SHE WOULD HAVE MY JOB, THAT AIRLINE PEOPLE WERE NOT ALLOWED TO TALK TO HER THIS WAY, AND THAT I WOULD HEAR ABOUT THIS. I SAID 'I WOULD BE MORE THAN HAPPY TO ANSWER HER LETTER. I'VE BEEN A FLT ATTENDANT FOR 20 YRS AND THAT I WAS NOT SCARED OF THAT.' SHE SAID 'I SHOULD BE SCARED.' AND I SAID 'I'M NOT.' I THEN CALLED THE PURSER, MR Z, WHO CAME BACK. THEY WERE UNREASONABLE WITH HIM. I ASKED THAT THEY BE TAKEN OFF. HE TALKED TO CAPT AND GATE AGENTS. THEY ASKED THEM FOR AN APOLOGY. I SAID THAT WOULD NOT BE OK. I FELT THREATENED, THEY WERE BOTH PHYSICALLY AND VERBALLY ABUSIVE. THEY WERE TAKEN TO JETBRIDGE. WHEN THEY WERE TOLD THEY WERE GOING TO BE TAKEN OFF, THEN THEY TRIED TO APOLOGIZE BUT I WAS NOT COMFORTABLE WITH THAT. THE CAPT DECIDED TO REMOVE THEM. OPS WAS CONTACTED AND AGREED, ALONG WITH GATE AGENTS. THEY AND THEIR 4 OTHER TRAVELING COMPANIONS WERE REMOVED. PAX MR W AND HIS WIFE CAME FORWARD AND SAID THEY WITNESSED THE WHOLE SITUATION AND SAID THEY WERE OUT OF LINE.

## Synopsis

A B757 FLT ATTENDANT RPTS 2 PAX WHO VERBALLY AND PHYSICALLY ABUSED HER WERE REMOVED FROM THE FLT.

**ACN: 683787**

## **Time / Day**

Date : 200601

Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : JFK.Airport

State Reference : NY

## **Aircraft : 1**

Controlling Facilities.TRACON : N90.TRACON

Controlling Facilities.Tower : JFK.Tower

Operator.Common Carrier : Air Carrier

Make Model Name : A300

Operating Under FAR Part : Part 121

Flight Phase.Descent : Approach

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

Qualification.Flight Attendant.Aircraft Qualified On : 5

Experience.Flight Attendant Time.Airline Total : 20

Experience.Flight Attendant Time.Total : 20

Experience.Flight Attendant Time.Type : 40

ASRS Report : 683787

## **Person : 2**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## **Person : 3**

Function.Observation : Passenger

## **Person : 4**

Function.Observation : Passenger

## **Person : 5**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

## **Events**

Anomaly.Cabin Event : Passenger Contraband

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : FAR

Resolatory Action.None Taken : Unable

## Assessments

Problem Areas : Passenger Human Performance

## Narrative

ON FINAL APCH FOR LNDG AT JFK, FLT ATTENDANT #5 ADVISED ME THAT THE PAX SEATED BEHIND HER JUMP SEAT WAS DRUNK AND WAS BEING VERY BELLIGERENT. I VERIFIED HIS NAME FROM THE PAX LIST AND WENT TO COACH TO ASSESS THE SITUATION. WHEN I ARRIVED, I FOUND MR X SITTING PARTIALLY SLUMPED IN THE SEAT WITH HIS LEGS IN THE AISLE AND WAS MUMBLING FOUL LANGUAGE. I THEN REALIZED THAT I HAD INTERACTED WITH MR X 3 TIMES DURING THE FLT BEFORE THIS 4TH INTERACTION: 1) ONCE DURING THE MEAL SVC. I WAS TENDING TO XA AND XB WHEN MR X ASKED ME FOR THE BATHROOM LOCATION. I DIRECTED HIM TO USE THE LAVATORY BY 2L. HE THANKED ME AND PROCEEDED TO THE BATHROOM. HE SEEMED TO BE FINE THEN. 2) A SECOND TIME, WHILE I WAS HELPING THE COACH FLT ATTENDANTS WITH THE TRAY PICKUP. HE ALSO SEEMED TO BE FINE THEN. 3) A THIRD TIME DURING ONE OF MY WALK-THROUGHS. WE ENGAGED IN A CONVERSATION AND HE WAS COHERENT, FOCUSED AND VERY FRIENDLY. THIS TIME, I CALLED OUT HIS NAME AND INTRODUCED MYSELF. I ASKED IF THERE WAS ANYTHING I COULD HELP HIM WITH. WHEN HE LOOKED UP AT ME, I NOTICED HIS EYES WERE VERY GLASSY, HIS BREATH SMELLED LIKE ALCOHOL, AND IT WAS HARD FOR HIM TO FOCUS. I ASKED HIM TO BRING HIS LEGS IN FROM THE AISLE AND TO PLEASE FASTEN HIS SEATBELT. HE ASKED, 'WHY SHOULD I?' (HIS SPEECH WAS SLURRED) AND I EXPLAINED THAT 'WE ARE ABOUT TO LAND' AND THAT HE NEEDED TO BUCKLE UP. WHILE HE COMPLIED, HE YELLED THAT HE WANTED TO GET OFF THE PLANE AND THEN UNFASTENED THE SEATBELT AGAIN AND BEGAN TO CURSE. I POLITELY ASKED HIM TO STOP. HE SAID, 'AND WHO THE \$%@\* ARE YOU? I CAN SAY WHATEVER THE \$%@\* I WANT, THIS IS AMERICA.' I TOLD HIM WE HAD CHILDREN ALL AROUND US THAT THEY DID NOT HAVE TO LISTEN TO THAT KIND OF LANGUAGE. HE TOOK A ROLL OF WHAT SEEMED TO BE \$100 BILLS OUT OF HIS POCKET AND ACTUALLY PUT HIS LIPS ON MY L BREAST WHILE GRABBING MY PELVIC AREA WITH ONE HAND AS HE WAS TRYING TO HAND ME SOME MONEY WITH THE OTHER HAND. I COMMANDED HIM TO STOP AND PUSHED HIM AWAY FROM ME. HE PARTIALLY SLUMPED IN HIS SEAT AGAIN AND BECAME VERBALLY ABUSIVE AND BELLIGERENT TO ME. IN HEARING THE COMMOTION, FLT ATTENDANT #4 CAME TO MY AID ASKING IF I NEEDED HELP. AT THIS TIME, MR X WAS TRYING TO MOVE AROUND ME TO GET TO MR Y. IT SEEMED LIKE MR X WAS TRYING TO ENGAGE IN A FIST FIGHT WITH MR Y. I ASKED FLT ATTENDANT #4 TO ADVISE THE CAPT OF THE SITUATION AND THAT I AM REQUESTING PORT AUTH POLICE TO MEET THE FLT. EVEN THOUGH MR X WAS DISPLAYING INTERMITTENT EPISODES OF BELLIGERENT/VIOLENT BEHAVIOR, FLT ATTENDANT #7 GOOD COP/BAD COP APCH ALLOWED ME TO GATHER SOME INFO FROM MR Y WHO WAS TRAVELING WITH HIS FAMILY (PARTY OF 4). MR Y INFORMED ME THAT HIS ORIGINAL ASSIGNED SEAT WAS YB. HIS FAMILY WAS SITTING IN YC, D, AND G. SHORTLY AFTER TKOF, MR Y CLAIMS, THAT MR X'S BELLIGERENT BEHAVIOR BEGAN. HE STATED THAT MR X WAS DRINKING ALCOHOL FROM HIS OWN BOTTLE, BECAME ANTAGONIZING AND CONFRONTATIONAL TOWARDS EVERYONE AROUND HIM, ESPECIALLY TO HIM SINCE HE WAS IN SUCH CLOSE PROX. THIS STATEMENT WAS CORROBORATED BY OTHER PAX IN THE AREA. WHILE GATHERING INFO FROM MR Y, I OVERHEARD MR X OFFER FLT ATTENDANT #7 \$100 BILLS TO JUST LET HIM OFF THE PLANE. FLT ATTENDANT #7 CONTINUOUSLY REFUSED THE MONEY AND INSTRUCTED MR X TO PUT HIS MONEY AWAY. I ALSO OVERHEARD MR



X YELLING THAT HE WAS TRAVELING WITH HIS PARENTS, REFERRING TO THE PAX SEATED IN ZC AND D, WHOM IN TURN LOUDLY DENIED BEING HIS PARENTS. I HEARD THE PAX IN ZC AND D SAY, 'WE DON'T KNOW THAT MAN, WE SAW HIM AT THE TERMINAL FOR THE FIRST TIME, WE ARE TRAVELING ALONE, WE ARE NOT HIS PARENTS.' THE FEMALE PAX SEATED IN ZC EVEN MANAGED TO GET MY ATTN WHILE I WAS TALKING TO MR Y AND SAID DIRECTLY TO ME, 'PLEASE, YOU HAVE TO BELIEVE ME, WE DON'T KNOW THAT MAN, WE HAVE NOTHING TO DO WITH HIM.' I REASSURED HER THAT SHE WAS NOT IN ANY KIND OF TROUBLE AND ENCOURAGED HER TO REMAIN CALM. ONCE THE ACFT WHEELS TOUCHED THE GND, MR X'S VIOLENT BEHAVIOR BEGAN TO ESCALATE RATHER QUICKLY. AS SOON AS THE ACFT DOOR WAS OPENED I DIRECTED MR Y TO GATHER HIS FAMILY AND BELONGINGS AND DEPLANE DOWN THE H AND J SIDE. MR X HAD BECOME VERY AGITATED AND I WAS CONCERNED HE WOULD ATTACK THE Y FAMILY OR ANY OTHER PAX. AS PAX CONTINUED TO DEPLANE, MR X ATTEMPTED TO JUMP OVER ZA AND B SO I MOVED IN FRONT OF ZA AND B WHILE FLT ATTENDANT #7 WAS TRYING TO TALK HIM INTO NOT CLBING OVER THE SEATS. MR X LEAPED AS TO ATTACK ME. AT THE SAME TIME, PORT AUTH POLICE WAS COMING DOWN THE L SIDE OF THE ACFT. ONE OF THE POLICE OFFICERS COMMANDED MR X TO STOP. AS THE POLICE APCHED HIM, MR X OFFERED THEM MONEY TO 'LET HIM GO.' AT SOME POINT, MR X SEEMED TO ATTEMPT TO PHYSICALLY ATTACK THE POLICE OFFICERS. MR X RESISTED ARREST BUT THE PORT AUTH POLICE WAS ABLE TO TAKE CTL OF THE SITUATION. ONCE MR X WAS IN POLICE CUSTODY WE RESUMED THE DEPLANING PROCESS. AS I WAS GATHERING INFO FOR MY RPT I NOTICED THAT MR X WAS INDEED TRAVELING WITH THE PAX SEATED IN ZC AND D. I BROUGHT IT TO POLICE OFFICER'S ATTN AND, WITH ME TRANSLATING, THE PAX IN ZC AND D ADMITTED TO, IN FACT, BEING MR X'S PARENTS ALL ALONG. UPON BRIEFING THE CREW, NO ONE SAW A LIQUOR BOTTLE IN MR X'S POSSESSION. AS WE ANSWERED CALL LIGHTS AND PERFORMED OUR WALKTHROUGHS, NO ONE PERCEIVED THERE WAS A PROB DURING FLT. WHEN QUESTIONED, ONLY 2 FLT ATTENDANTS REMEMBERED SELLING MR X ALCOHOL AND ACCORDING TO THEM IT COULD NOT HAVE BEEN MORE THAN 3 DRINKS COMBINED.

## **Synopsis**

A DRUNK PAX ACTED BELLIGERENTLY TOWARD THE FLT ATTENDANTS AND WAS ARRESTED UPON ARR AT JFK.

**ACN: 679680**

## **Time / Day**

Date : 200512  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : ORD.Airport  
State Reference : IL  
Altitude.MSL.Single Value : 4000

## **Environment**

Flight Conditions : VMC

## **Aircraft : 1**

Controlling Facilities.TRACON : C90.TRACON  
Operator.Common Carrier : Air Carrier  
Make Model Name : B757-200  
Operating Under FAR Part : Part 121  
Flight Phase.Descent : Approach

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
ASRS Report : 679680

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Function.Oversight : Flight Attendant In Charge

## **Person : 4**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 5**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Cabin Event.Other  
Resolatory Action.None Taken : Anomaly Accepted

## Assessments

Problem Areas : Airport

Problem Areas : Company

Problem Areas : Passenger Human Performance

## Narrative

WHILE TURNING BASE TO FINAL, PURSER CALLED AND SAID THAT SOMEONE HAD STOLEN A FLT ATTENDANT'S WALLET WITH ID AND PASSPORT. FO ADVISED WE WOULD GET BACK TO THEM ON THE GND. AFTER LNDG WE PULLED INTO PENALTY BOX, PARKED AND CAPT CALLED PURSER FOR DETAILS. SPOKE TO FLT ATTENDANT WHOSE WALLET WAS TAKEN. FLT ATTENDANT STATED THAT HE HAD HIS BAG ON LAST ROW OF SEATS WHEN 'PREPARE FOR LNDG' ANNOUNCEMENT WAS MADE. HE WALKED FORWARD AND AFT, AND UPON RETURNING FOUND HIS BAG ZIPPED OPEN AND WALLET WITH PASSPORT, FLT ATTENDANT ID, JUMPSEAT CARD, IDENTIFICATION, ETC, MISSING. AFTER CONFERRING WITH FO AND PURSER, CAPT MADE ANNOUNCEMENT TO PAX THAT WALLET WAS MISSING, IT WAS A SECURITY ISSUE, AND LEFT DOOR OPEN TO POSSIBLE MISTAKE. ADVISED THAT SHE WOULD WALK THROUGH CABIN AND ASK EVERYONE TO SEE IF THEY COULD FIND IT. ONE PAX SAID THAT APPARENTLY AUTISTIC BOY WAS IN AREA. CAPT SPOKE TO MOTHER OF BOY AND ADVISED THAT SHE WOULD UNDERSTAND IF THERE WAS A MISUNDERSTANDING. MOTHER HAD ALREADY SPOKE TO BOY (AND CONTINUED TO DO SO), AND ASSURED HIS INNOCENCE, ALTHOUGH THE BOY WAS RESTLESS AND UNABLE TO SIT STILL (AND HAD BEEN IN AREA). HAD LAW ENFORCEMENT AND CUSTOMER SVC MEET THE FLT. ASKED PEOPLE TO CHK AGAIN AND SEE IF IT HAD 'APPEARED' NEAR THEM. AFTER CONFERRING WITH GND SECURITY PERSONNEL AND LAW ENFORCEMENT (WHO SAID IT WAS 'JUST LOST PROPERTY' EVEN THOUGH IT HAS FLT ATTENDANT'S PASSPORT), PAX WERE ALLOWED TO DEPLANE. NOTE: THE FLT ATTENDANT WHOSE WALLET, ID, PASSPORT TAKEN WAS A YOUNG MALE -- JUST THE SIZE AND BUILD THAT AN AL QAEDA WOULD TRY TO IMPERSONATE. THE DETAILS OF THIS WELL-TIMED DISAPPEARANCE SEEMED TO BE THE WORK OF A PROFESSIONAL THIEF. IF SO, IT IS NOW ONE HECK OF A LOT EASIER FOR A BAD GUY TO GET PAST SECURITY SOMEWHERE. SURELY THERE HAS TO BE A BETTER WAY... SHOULD FLT ATTENDANT STUFF BE IN A LOCKED COMPARTMENT DURING FLT?

## Synopsis

IN FLT, A FLT ATTENDANT'S WALLET WITH ACR ID, PASSPORT, JUMPSEAT CARD, ETC, IS STOLEN FROM FLT BAG.

**ACN: 676667**

## **Time / Day**

Date : 200510  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Navaid : VHP.VORTAC  
State Reference : IN  
Altitude.MSL.Single Value : 22000

## **Environment**

Flight Conditions : VMC  
Light : Daylight

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZID.ARTCC  
Controlling Facilities.Tower : IND.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : Regional Jet 200 ER&LR  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
Qualification.Pilot : ATP  
Experience.Flight Time.Last 90 Days : 180  
Experience.Flight Time.Total : 17000  
Experience.Flight Time.Type : 8000  
ASRS Report : 676667

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Function.Oversight : Flight Attendant In Charge  
Qualification.Flight Attendant : Currently Qualified

## **Events**

Anomaly.Cabin Event : Passenger Illness  
Anomaly.Cabin Event : Passenger Misconduct  
Resolatory Action.Flight Crew : Declared Emergency  
Resolatory Action.Flight Crew : Diverted To Another Airport

## **Assessments**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Passenger Human Performance

## **Narrative**

ENRTE WE RECEIVED A CALL FROM THE CABIN. THE FO TOOK THE CALL AND AFTER A SHORT EXCHANGE, TOLD ME THERE WAS A PROB WITH A PAX AND THEY NEEDED TO TALK TO ME. I CALLED THE CABIN AND A TRAVELING NON-REVENUE FLT ATTENDANT FOR THE COMPANY ANSWERED AND IDENTED HERSELF. I RECOGNIZED HER FROM PREVIOUS FLTS AND SHE TOLD ME THE FLT ATTENDANT ON DUTY WAS WITH A PAX IN 3A WHO HAD STOOD UP INFLT, URINATED AGAINST THE SEAT IN FRONT OF HIM, HIS GENITALS WERE EXPOSED AND HE HAD THEN SLUMPED OVER THE SEAT BACK OF THE SEAT IN FRONT OF HIM AND WAS VERY INCOHERENT AND AT TIMES, UNRESPONSIVE WITH HIS EYES ROLLING BACK IN HIS HEAD. I ASKED IF THERE WERE ANY MEDICAL PERSONNEL ON BOARD AND IF I SHOULD GET THE ACFT ON THE GND. YES TO BOTH QUESTIONS. THERE WAS A NURSE ON BOARD, BUT LACKED CREDENTIALS. I ASKED THE FLT ATTENDANT IF SHE FELT COMFORTABLE USING HER AND SHE SAID YES. SHE INDICATED THE PAX'S CONDITION WAS DETERIORATING. AT THAT POINT I TOLD HER TO PREPARE THE CABIN FOR LNDG BECAUSE WE WOULD DIVERT TO INDIANAPOLIS. THE FLT ATTENDANT WAS TO UTILIZE THE NON-REVENUE FLT ATTENDANT AND NURSE TO ASSIST HER WITH THE PAX. I UPDATED THE FO AND OUR ACM (FAA INSPECTOR) ON THE SITUATION AND NEED TO DIVERT. I CALLED ZID AND ADVISED THEM WE HAD A MEDICAL PROB WITH A PAX AND REQUESTED A DIVERT TO INDIANAPOLIS. HE ASKED IF WE WERE DECLARING AN EMER AND I REQUESTED TO GO TO 'LIFEGUARD STATUS.' I NOTIFIED DISPATCH AND REQUESTED EMT'S MEET THE PLANE. WE COMPLETED THE CHKLISTS AND BRIEFED THE APCH AND PAX. WE MADE A NORMAL LNDG AND TAXIED TO THE GATE WHERE PARAMEDICS MET THE PLANE. THEY WORKED ON THE PAX FOR SOME TIME BEFORE REMOVING HIM ON A STRAIGHT BACK.

## **Synopsis**

CRJ200 DIVERTS ON ACCOUNT OF ILL AND DISRUPTIVE PAX IN NEED OF MEDICAL ATTENTION.

**ACN: 676347**

**Time / Day**

Date : 200510

**Place**

Locale Reference.Airport : JFK.Airport  
State Reference : NY  
Altitude.AGL.Single Value : 0

**Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B757-200  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Taxi

**Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
Qualification.Flight Attendant.Aircraft Qualified On : 4  
Experience.Flight Attendant Time.Airline Total : 18  
Experience.Flight Attendant Time.Total : 28  
Experience.Flight Attendant Time.Type : 15  
ASRS Report : 676347

**Person : 2**

Function.Observation : Passenger

**Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

**Person : 4**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

**Person : 5**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

**Person : 6**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

**Person : 7**

Affiliation.Government.Other  
Function.Other Personnel.Other

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : FAR  
Resolatory Action.Other

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

PAX WAS UPSET BECAUSE HIS ITINERARY AND HIS SEAT ASSIGNMENT WERE NOT THE SAME. #4 FLT ATTENDANT SPOKE WITH HIM AND HANDLED IT. FLT ATTENDANT #4 AND I WERE AT 2R DOOR. THE PAX MOVED TO XX WHICH WAS ACCORDING TO ITINERARY, NOT HIS BOARDING PASS. I WENT IN FIRST CLASS TO RESUME DUTIES. AFTER SAFETY DEMO, DURING COMPLIANCE CHK, FLT ATTENDANT #2 OVERHEARD PAX SAY 'I'M GOING TO KILL SOMEONE.' SHE CAME UP TO 1L AND TOLD FLT ATTENDANT #1 AND FLT ATTENDANT #2 CALLED COCKPIT AND TOLD THEM. WE WENT BACK TO THE GATE. DURING TAXI BACK TO GATE, #2 FLT ATTENDANT AND I CHANGED JUMPSEATS SO SHE COULD BE UP FRONT WHEN FIRST CLASS DOOR WAS RE-OPENED TO TALK WITH GND PERSONNEL AND POLICE. I STAYED AT 4L/R TO MONITOR EACH CABIN. AS I WAS ALL THE WAY IN THE BACK, I HAVE NO IDEA OF SERIES OF EVENTS WITH GND PERSONNEL, PAX OR POLICE. PAX WAS REMOVED. FLT ATTENDANT #2 AND I WENT BACK TO ASSIGNED JUMPSEAT FOR SECOND TAXI OUT AND FLT.

## **Synopsis**

DURING TAXI OUT, A DOMESTIC FLT PAX MADE THREATENING REMARKS LEADING TO THE FLT RETURNING TO THE GATE FOR PAX REMOVAL.

**ACN: 675798**

## **Time / Day**

Date : 200510  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : SEE.Airport  
State Reference : CA  
Altitude.MSL.Single Value : 1800

## **Environment**

Flight Conditions : Marginal  
Light : Night

## **Aircraft : 1**

Controlling Facilities.Tower : SEE.Tower  
Operator.General Aviation : Personal  
Make Model Name : Cessna 152  
Operating Under FAR Part : Part 91  
Navigation In Use.Other : GPS  
Flight Phase.Descent : Intermediate Altitude

## **Aircraft : 2**

Controlling Facilities.Tower : SEE.Tower  
Operator.General Aviation : Personal  
Make Model Name : Skyhawk 172/Cutlass 172  
Operating Under FAR Part : Part 91  
Flight Phase.Descent : Approach

## **Component : 1**

Aircraft Component : VHF

## **Person : 1**

Affiliation.Other : Personal  
Function.Flight Crew : Single Pilot  
Qualification.Pilot : CFI  
Qualification.Pilot : Commercial  
Qualification.Pilot : Instrument  
Experience.Flight Time.Last 90 Days : 62  
Experience.Flight Time.Total : 6800  
Experience.Flight Time.Type : 2000  
ASRS Report : 675798

## **Person : 2**

Function.Observation : Passenger

## **Person : 3**



Affiliation.Other : Personal  
Function.Flight Crew : Single Pilot

## **Person : 4**

Affiliation.Government : FAA  
Function.Controller : Local

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Conflict : Airborne Critical  
Anomaly.Other Spatial Deviation  
Independent Detector.Other.Flight CrewA : 1  
Resolatory Action.Flight Crew : Took Evasive Action  
Consequence.Other : Emotional Trauma  
Miss Distance.Horizontal : 1000  
Miss Distance.Vertical : 50

## **Assessments**

Problem Areas : Airport  
Problem Areas : Flight Crew Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

PRIOR TO A FLT IN MVFR CONDITIONS THE GARMIN GPS III PLT WAS INITIALIZED. WHILE BEING CARRIED TO THE AIRPLANE, THE SCREEN WENT BLANK. THIS WAS ATTRIBUTED TO A MALFUNCTION, POSSIBLY CAUSED BY DIRECT SUNLIGHT. THE GPS WAS CRITICAL TO PART OF THE MISSION THAT WOULD BE NEAR TO OR WITHIN CLASS B AIRSPACE, ALTHOUGH GND REF WAS AN OPTION IF THE VISIBILITY WAS SATISFACTORY. THE MISSION WAS CONDUCTED SATISFACTORILY UNTIL THE PORTION THAT WAS NEAR TO OR IN CLASS B AIRSPACE. I DETERMINED THAT THAT PORTION HAD TO BE ABORTED DUE TO HAZE AND LOW CEILINGS. WHEN I INFORMED THE PHOTOGRAPHER OF MY DECISION, HE BECAME VERY UPSET. AT THAT TIME I INFORMED HIM THAT, DUE TO THE SUSTAINED STRESS OF THE OP, I WAS TERMINATING THE FLT. THIS ONLY IRRITATED HIM MORE. AS WE WERE NEAR THE BOUNDARY OF SEE'S CLASS D AIRSPACE, I OBTAINED THE ATIS AND CALLED FOR LNDG. THE PHOTOGRAPHER BECAME MORE IRATE, RANTING CONSTANTLY. SINCE THE ISO SWITCH WAS IN AN INCONVENIENT LOCATION, I WAS UNABLE TO SHUT HIM OUT. HE BECAME INSISTENT THAT WE DO AN ADDITIONAL SHOOT WITHIN SEE'S CLASS D AIRSPACE. TO PLACATE HIM, I LEVELED OFF AT 1800 FT AND REQUESTED AN AMENDMENT TO MY LNDG CLRNC. BECAUSE OF THE DISTR CREATED BY PHOTOGRAPHER, I USED THE CALL SIGN OF THE PLANE I USUALLY FLY, INSTEAD OF THE ONE ACTUALLY BEING FLOWN. WHILE THE RESULTING CONFUSION WAS BEING RESOLVED, I TURNED ONTO THE COURSE FOR THE SHOOT. THE LCL CTLR, NOT REALIZING I WAS 500 FT ABOVE THE PATTERN, INTERPED IT AS AN UNAUTH TURN TO BASE LEG. LATER, WHEN THE SHOOT HAD BEEN AUTH, A COM FAILURE CONTRIBUTED TO A HEAD-ON NMAC WITH A C172 ON DOWNWIND. LATER IT WAS DETERMINED TO BE SYNCHRONOUS XMISSIONS.

## **Synopsis**

DISTR BY A FAILED GPS, CLOSE PROX TO A CLASS D ARPT, MVMC CONDITIONS  
AND AN IRATE PAX, PLT OF C152 EXPERIENCES CLOSE ENCOUNTER WITH  
OPPOSITE DIRECTION C172.

**ACN: 675632**

## **Time / Day**

Date : 200510  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Intersection : ADYNA  
State Reference : FO  
Altitude.MSL.Single Value : 34000

## **Environment**

Weather Elements : Turbulence  
Light : Daylight

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZNY.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B737-800  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level  
Route In Use.Enroute : Atlantic

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
Qualification.Pilot : ATP  
Qualification.Pilot : Flight Engineer  
Experience.Flight Time.Last 90 Days : 200  
Experience.Flight Time.Total : 14200  
Experience.Flight Time.Type : 1920  
ASRS Report : 675632

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Function.Oversight : Flight Attendant In Charge

## **Person : 4**

Affiliation.Company : Air Carrier  
Function.Observation : Passenger

## **Person : 5**

Affiliation.Company : Air Carrier  
Function.Observation : Passenger

## Events

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Cabin Event.Other  
Anomaly.Inflight Encounter : Turbulence  
Anomaly.Non Adherence : Company Policies  
Resolatory Action.None Taken : Unable  
Consequence.Other : Physical Injury

## Assessments

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Environmental Factor  
Problem Areas : Passenger Human Performance

## Narrative

IN SMOOTH AIR AT FL340, I TURNED THE SEATBELT SIGN OFF AND MADE AN ANNOUNCEMENT TO THE PAX THAT I REALIZED THE SIGN HAD BEEN ON SINCE TKOF AND THAT I WOULD BE TURNING IT OFF FOR 10 MINS. I ALSO ANNOUNCED THAT IN ABOUT 10 MINS I WAS GOING TO HAVE TO TURN THE SIGN BACK ON AND THEY WOULD HAVE TO RETURN TO THEIR SEATS AT THAT TIME. I ALSO SPOKE WITH THE LEAD FLT ATTENDANT AND WE DISCUSSED SVC. I TOLD HER SHE COULD POSSIBLY SERVE DRINKS TO FIRST CLASS. WE ALSO DISCUSSED THAT IT WOULD NOT BE A GOOD IDEA FOR THE FLT ATTENDANTS IN THE BACK TO BRING THE SVC CART INTO THE AISLE BECAUSE I WAS GOING TO TURN THE SIGN BACK ON IN A SHORT TIME. I MENTIONED THEY COULD PASS OUT BOTTLES OF WATER IF THEY WISHED. THE FLT CONTINUED IN SMOOTH AIR FOR ABOUT 10 MINS. 70 MI FROM ADYNA, I TURNED THE SEATBELT SIGN BACK ON AND MADE AN ANNOUNCEMENT FOR THE PAX TO RETURN TO THEIR SEATS. THERE WAS A SOLID LAYER OF CIRRUS CLOUDS STARTING PRIOR TO ADYNA. NO WX RADAR RETURNS WERE INDICATED ON OUR RADAR. ABOUT 3 MINS AFTER I TURNED THE SEATBELT SIGN ON, WE ENTERED THE CLOUDS AND EXPERIENCED A BRIEF ENCOUNTER OF MODERATE TURB. THE FLT THEN CONTINUED ON THROUGH LIGHT TURB WITH OCCASIONAL MODERATE CHOP. 1 FLT ATTENDANT WAS INJURED DURING THE INITIAL TURB. 2 OTHER PAX ALSO RPTED INJURIES, ONE TO HIS TAILBONE, THE OTHER TO HER ELBOWS AND KNEES. THE FLT ATTENDANT WAS ATTENDED TO BY A DOCTOR AND A NURSE. SHE WAS 7 WKS PREGNANT AND THE DOCTOR STATED THAT THE BABY WAS SHOWING NO SIGNS OF DISTRESS. SHE RPTED SEVERE PAIN TO HER LEG NEAR THE HIP. I CONTACTED OUR COMPANY WITH A REQUEST TO HAVE PARAMEDICS MEET THE FLT ON OUR ARR. I ALSO PASSED ON INFO ABOUT THE FLT ATTENDANT AS WELL AS THE OTHER 2 PAX.

## Synopsis

DESPITE REPEATED ADMONITIONS FROM THE CAPT ABOUT EXPECTED TURB AND DESPITE THE SEATBELT SIGN BEING ON, 1 CABIN ATTENDANT AND 2 PAX ARE INJURED ABOARD B737-800 NEAR ADYNA INTXN.

**ACN: 674551**

## **Time / Day**

Date : 200510  
Local Time Of Day : 0601 To 1200

## **Place**

Locale Reference.Airport : ZZZ.Airport  
State Reference : US

## **Environment**

Flight Conditions : IMC  
Weather Elements : Rain  
Light : Daylight

## **Aircraft : 1**

Controlling Facilities.TRACON : ZZZ.TRACON  
Operator.General Aviation : Personal  
Make Model Name : PA-24 Comanche  
Operating Under FAR Part : Part 91  
Flight Phase.Climbout : Initial

## **Component : 1**

Aircraft Component : Attitude Indicator(Gyro/Horizon/ADI)

## **Person : 1**

Affiliation.Other : Personal  
Function.Flight Crew : Single Pilot  
Qualification.Pilot : CFI  
Qualification.Pilot : Commercial  
Qualification.Pilot : Instrument  
Qualification.Pilot : Multi Engine  
Experience.Flight Time.Last 90 Days : 96  
Experience.Flight Time.Total : 467  
Experience.Flight Time.Type : 160  
ASRS Report : 674551

## **Person : 2**

Function.Observation : Passenger

## **Person : 3**

Affiliation.Government : FAA  
Function.Controller : Approach

## **Person : 4**

Affiliation.Government : FAA  
Function.Controller : Local

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Clearance  
Anomaly.Other Anomaly  
Resolatory Action.Controller : Provided Flight Assist  
Resolatory Action.Flight Crew : Became Reoriented  
Resolatory Action.Flight Crew : Regained Aircraft Control

## Assessments

Problem Areas : Aircraft  
Problem Areas : Passenger Human Performance

## Narrative

ON OCT/SAT/05 AT APPROX XA30, I DEPARTED ZZZ IN IMC. CEILING APPROX 400 FT AGL. I WAS CLRED AS FILED FOR THE DEP. UPON DEP, I RADIOED APCH TO CONFIRM I WAS OFF ZZZ. DURING INITIAL CLBOUT, I REALIZED THAT MY DIRECTIONAL GYRO WAS TUMBLING AND NOT WORKING. I WAS THEN CLRED DIRECT TO ABC VOR. I LOOKED AND REACHED OVER TO MY NAV RADIO TO FLIP-FLOP MY VOR FREQ AND DIAL IN MY NEW HDG ON THE VOR. AT THIS SAME INSTANT, MY PAX (AND HUSBAND) WAS SO TOTALLY OVERCOME WITH VERTIGO AND COMPLETE AND UTTER FEAR, HE BEGAN VIGOROUSLY SCREAMING TO GET HIM ON THE GND AND IN PANIC GRABBED THE CTLS, WHICH IN TURN CAUSED THE ACFT TO GO INTO AN UNUSUAL ATTITUDE. BECAUSE I WAS FOCUSING THAT INSTANT ON TUNING IN MY HDG, I, TOO, BECAME DISORIENTED. I INSTANTLY MADE THE PIC DECISION TO DECLARE DISTRESS TO APCH. APCH ASKED THE NATURE OF THE EMER. I TRIED TO TELL THEM I DIDN'T KNOW IF I WAS RIGHT-SIDE UP. THIS, I THINK, WAS THE LAST COM FOR SEVERAL SECONDS BECAUSE MY HUSBAND WOULD NOT STOP VIOLENTLY SCREAMING AND I COULD NOT HEAR ATC. I THEN DECIDED THAT I NEEDED TO DO WHATEVER IT TOOK TO REGAIN CTL. I PROCEEDED TO REACH OVER AND PUNCH MY HUSBAND IN THE FACE AND PULLED HIS BEARD TO DISRUPT HIS CURRENT AND EXTREME PANIC. DURING THIS TIME, I WAS TRYING TO GET MY SCAN BACK AND GET MYSELF STRAIGHT AND LEVEL AND CLB PRIOR TO IMPACTING. KEEP IN MIND, MY DIRECTIONAL GYRO WAS STILL TUMBLING. I FINALLY GOT MYSELF IN A WINGS LEVEL CLB TO 7000 FT. DURING THIS TIME, ATC ASKED WHAT I WANTED TO DO. I SAID, 'GET TO VFR OR ON THE GND.' AT THAT MOMENT, ATC INITIATED AN EMER ASR ASSIST (THANK GOD FOR GOOD CTRLRS.) DURING THIS ASSIST, I WAS TRYING TO RESET MY DIRECTIONAL GYRO. FROM HENCEFORTH, I WAS ABLE TO PERFORM THE REQUIRED ACTIONS OF ATC. HOWEVER, I WAS HAVING DIFFICULTY HOLDING HDGS TO STANDARD THROUGHOUT THIS ENTIRE PROCESS DUE TO MY NOW PRESENT NERVOUSNESS, MY PAX'S EPISODE, AND MY LENGTH OF TIME TO BE ABLE TO FOCUS ATTN ON RESETTING MY DIRECTIONAL GYRO. UPON COMPLETION OF THE EMER ASR ASSIST, TWR REQUESTED ME TO CALL THEM. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR STATED THAT HER HUSBAND IS A NON CURRENT BUT LICENSED PVT PLT. HIS VERTIGO WAS SO OVERWHELMING THAT HE WAS FROZEN ON THE CTLS. AFTER SHE STRUCK HER HUSBAND AND PULLED HIS BEARD, THEY BROKE OUT OF THE CLOUDS AT APPROX 400 FT AGL, AT WHICH TIME SHE WAS ABLE TO REGAIN CTL. SHE USED THE WORD 'DISTRESS' TO WHICH ATC WANTED TO KNOW THE NATURE OF THE PROB. THE RPTR SAID SHE WOULD NOT USE THE TERM 'EMER.' SHE AND HER HUSBAND HAVE APOLOGIZED TO EACH OTHER. THE RPTR IS CURRENTLY

VERY ACTIVE IN FAA SAFETY SEMINARS, AN ACTIVE CFII. SHE HAS NOT HEARD FROM THE FAA, ALTHOUGH SHE WAS ADVISED THAT THERE MAY BE AN INVESTIGATION.

### **Synopsis**

A PA24'S DIRECTIONAL GYRO FAILED IN IMC. THE PLT'S PAX EXPERIENCED EXTREME VERTIGO AND ATTEMPTED TO TAKE THE ACFT'S CTLS. THE PLT REACTED PHYSICALLY AND DECLARED 'DISTRESS,' RETURNING TO LAND WITH ATC ASSISTANCE.

**ACN: 673708**

## **Time / Day**

Date : 200508

## **Place**

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : A320

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Function.Oversight : Flight Attendant In Charge

ASRS Report : 673708

## **Person : 2**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## **Person : 3**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

## **Person : 4**

Function.Observation : Passenger

## **Events**

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Other Anomaly

Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Lav Smoke Detector

Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Aircraft

Problem Areas : Passenger Human Performance

## **Narrative**



FLT ATTENDANT #3 RESPONDED TO AFT LAV FIRE ALARM. CALLED ME, FLT ATTENDANT #1, TO ASSIST. PAX HAD LIT MATCH IN AFT LAV WHICH SET ALARM OFF, (MY CONCERN) COCKPIT DOESN'T HEAR ALARM. (HE DID SO TO COVER SMELL FROM USING THE FACILITY.) WAS EMBARRASSED. FLT ATTENDANT EXPLAINED CONSEQUENCES OF WHAT COULD HAVE HAPPENED. I CHKD EXTINGUISHER TO SEE IF IT HAD GONE OFF (DID NOT), AND Poured WATER IN TRASH BIN MAKING SURE IT WAS OUT. PAX WENT BACK TO HIS SEAT. MY CONCERN IS THAT WE DID NOT HEAR THE ALARM THROUGHOUT THE PLANE NOR WAS THERE ANY INDICATION TO THE COCKPIT. WHAT IF WE WERE OVERCOME BY SMOKE OR FIRE? SIT NEEDS TO BE ADDRESSED.

## **Synopsis**

AN A320 FLT ATTENDANT RPTS THAT A PAX LIT A MATCH IN THE LAV ACTIVATING THE FIRE ALARM THAT WAS HEARD LOCALLY BUT NOT THROUGHOUT THE ACFT OR IN COCKPIT.

**ACN: 673686**

## **Time / Day**

Date : 200508

## **Place**

Locale Reference.ATC Facility : ZZZ.ARTCC  
State Reference : US

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZ.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B767-300 and 300 ER  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 673686

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 4**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 5**

Function.Observation : Passenger  
Function.Other Personnel.Other

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Cabin Event.Other  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : Published Procedure  
Resolatory Action.None Taken : Unable  
Consequence.Other : Company Review  
Consequence.Other : Emotional Trauma

## **Assessments**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Flight Crew Human Performance

Problem Areas : Passenger Human Performance

## **Narrative**

DUE TO A VERBAL ALTERCATION WITH A COACH PAX, ONE OF MY AFT FLT ATTENDANTS CALLED THE CAPT AND ASKED THAT THE SEATBELT SIGN BE TURNED ON. THE CAPT REFUSED, AND THEN CALLED ME AT 1L TO GET DETAILS, WHICH I GAVE, SAYING WE WANTED THE SIGN ON TO DIFFUSE A SITUATION IN THE AFT GALLEY BTWN A PAX AND FLT ATTENDANT. CAPT SAID HE DIDN'T WANT TO USE THE SEATBELT SIGN FOR 'CROWD CTL.' I RELAYED THIS INFO TO MY FLYING PARTNERS IN THE FORWARD GALLEY. FLT ATTENDANT X, WHO HAD BEEN WORKING IN COACH, HEARD THE EXCHANGE AND GRABBED THE INTERPHONE AT THE JUMPSEAT BY THE FORWARD CROSS AISLE, CALLED THE COCKPIT AND SAID 'THIS IS FLT ATTENDANT X, PUT THE SEATBELT SIGN ON NOW!' THE FO TOOK THE CALL AND SEATBELT SIGN WENT ON IMMEDIATELY, AND THE PAX SAT DOWN SHORTLY THEREAFTER. THE CAPT THEN CALLED ME AT 1L AND WANTED CLARIFICATION. I APOLOGIZED FOR FLT ATTENDANT X'S TONE OF VOICE, ETC, AND WENT UP TO THE COCKPIT TO EXPLAIN THE SITUATION SHORTLY THEREAFTER. THERE WAS A BREAKDOWN IN CRM WITH THE CAPT REFUSING TO PUT ON THE SEATBELT SIGN WHEN ASKED BY THE COACH FLT ATTENDANT AND THEN BY ME, AS WELL AS WHEN FLT ATTENDANT X TOOK MATTERS INTO HER OWN HANDS, CALLING AND ALARMING THE PLTS, BYPASSING CHAIN OF COMMAND. THIS COULD HAVE BROKEN DOWN COMS FURTHER BECAUSE IT SOUNDED LIKE I PUT HER UP TO CALLING WHEN I DIDN'T LIKE HIS REASONING. THE NEXT DAY, WHEN I HAD CALMED DOWN ENOUGH TO TALK TO HER, I EXPLAINED THAT HER ACTIONS HAD PUT US ALL AT JEOPARDY, UNDERMINED MY ROLE AS PURSER, ANTAGONIZED THE CAPT AND FO, AND BY GIVING HER NAME IN SUCH AN ABRUPT MANNER, ALERTED THE COCKPIT THAT SOMETHING DIRE WAS TAKING PLACE, WHEN ALL WE WANTED TO DO WAS TO DE-ESCALATE A MINOR SITUATION IN THE COACH CABIN. I ALSO HAD TO SPEAK TO HER ABOUT USING LOUD, FOUL LANGUAGE WHEN SHE WAS SETTING UP THE FIRST CLASS GALLEY WHILE PAX WERE BOARDING. WE DISCUSSED HER CHALLENGE WITH SITUATIONAL AWARENESS AND REPERCUSSIONS.

## **Synopsis**

POOR COM BTWN CABIN AND COCKPIT CAUSES A BREAKDOWN IN COORD AND TEAMWORK NECESSARY TO RESOLVE A CABIN DISRUPTION.

**ACN: 672091**

## **Time / Day**

Date : 200509

## **Place**

Locale Reference.Airport : ZZZ.Airport  
State Reference : US

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZ.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B737 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Experience.Flight Attendant Time.Airline Total : 18  
Experience.Flight Attendant Time.Total : 18  
ASRS Report : 672091

## **Person : 2**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Independent Detector.Aircraft Equipment.Other Aircraft Equipment : Flying Bread  
In Cabin  
Resolatory Action.None Taken : Detected After The Fact  
Resolatory Action.Other

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

LADY WAS ANGRY THAT SHE HAD TO PAY FOR HER SANDWICH. SHE WAS YELLING/SCREAMING, SHAKING HER FIST AND POINTING HER FINGER IN FLT ATTENDANT'S FACE AND THREW THE SANDWICH AT FLT ATTENDANT'S HEAD.

## **Synopsis**

PAX ABOARD B737 BECOMES IRATE WHEN TOLD SHE MUST PAY FOR SANDWICH.

**ACN: 671828**

## **Time / Day**

Date : 200509

## **Place**

Locale Reference.Airport : LAX.Airport

State Reference : CA

Altitude.AGL.Single Value : 0

## **Environment**

Light : Daylight

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier

Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Ground : Parked

Flight Phase.Ground : Pushback

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

Qualification.Flight Attendant.Aircraft Qualified On : 5

Experience.Flight Attendant Time.Airline Total : 19

Experience.Flight Attendant Time.Total : 28

Experience.Flight Attendant Time.Type : 60

ASRS Report : 671828

## **Person : 2**

Function.Observation : Passenger

## **Person : 3**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Other

## **Assessments**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Passenger Human Performance

## **Narrative**

PAX BOARDED, Demeanor strange, wearing dark sunglasses which he never took off. Asked me upon boarding, 'For a screwdriver, I'm sitting in seat X.' Advised him this time and 3 more times no alcohol before TKOF. Had a discussion with him prior to DEP to ask him if he was going to cause any probs. He said no. ACFT doors closed, pushed back. I had made 2 PA'S to turn off cell phones. Told him personally also to turn his phone off, as did my co-worker. So, after being told 4 times to turn his phone off, I again witnessed him using the phone, at which point I advised him we were to return to the gate and have him removed. I called the Capt. We were towed back to the gate, and PAX was removed. Every first class customer thanked me for doing so, as they had observed his behavior, and did not want him on board either. His very strange behavior, demeanor and questions caused much suspicion for crew and PAX alike.

## **Synopsis**

Cabin attendant onboard MD80 asks to have PAX removed for refusing to follow repeated directives regarding cell phone use. Capt returns ACFT to gate and disruptive PAX is removed.

**ACN: 671485**

## **Time / Day**

Date : 200509

## **Place**

Locale Reference.Airport : DFW.Airport  
State Reference : TX  
Altitude.AGL.Single Value : 0

## **Aircraft : 1**

Controlling Facilities.Tower : DFW.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Component : 1**

Aircraft Component : Emergency Exit

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Single Pilot  
Function.Oversight : PIC  
ASRS Report : 671485

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 4**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 5**

Affiliation.Company : Air Carrier  
Function.Maintenance : Technician

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Company Policies  
Resolatory Action.Flight Crew : Overcame Equipment Problem

Consequence.Other : Company Review  
Consequence.Other

## **Assessments**

Problem Areas : Aircraft  
Problem Areas : Company  
Problem Areas : Maintenance Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

RIGHT AS MAINT GOT OFF HEADSET, THE FLT ATTENDANT CALLED TO HAVE RUDE PAX REMOVED AND WE GOT QUITE INVOLVED OVER THIS. IT WAS A PERFECT DISTR FOR ME INTERRUPTING ANY CHANCE I HAD OF REMEMBERING THAT THE DOORS WERE ARMED. THE #1 FLT ATTENDANT KNEW MAINT WAS GOING TO COME OUT, BUT SHE WAS INVOLVED WITH THE PAX, MAINT, ON THE HEADSET, DIDN'T THINK TO ASK IF WE WERE DISARMED, MY FO LISTENING TO THE FLT ATTENDANT DISCUSSION OF THE PAX. AT THE TAIL THE SUPVR TOLD ME AFTERWARD THAT THEY OPENED THE STAIRS VERY CAREFULLY IN CASE WE WERE STILL ARMED. I THINK THEY SHOULD HAVE RUN BACK AND ASKED ME ON HEADSET. FORTUNATELY, OUR #2 FLT ATTENDANT HEARD THEM COMING AND DISARMED EVERYTHING. WHEN THE AFT STAIRS LIGHT ILLUMINATED, IT DAWNED ON ME TO CALL AND TELL HER TO DISARM, WHICH SHE WAS ALREADY DOING. HOPEFULLY WE CAN LEARN SOMETHING FROM THIS.

## **Synopsis**

ALERT CABIN ATTENDANT DISARMS CABIN DOORS JUST BEFORE MAINT ATTEMPT TO BOARD MD80 THROUGH AFT ENTRY.



**ACN: 671424**

## **Time / Day**

Date : 200509

Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## **Environment**

Light : Night

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B777-200

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Experience.Flight Attendant Time.Airline Total : 26

Experience.Flight Attendant Time.Total : 26

Experience.Flight Attendant Time.Type : 98

ASRS Report : 671424

## **Person : 2**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## **Person : 3**

Function.Observation : Passenger

Function.Other Personnel.Other

## **Person : 4**

Affiliation.Government.Other

Function.Other Personnel.Other

## **Events**

Anomaly.Cabin Event : Passenger Misconduct

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Resolatory Action.Other

## **Assessments**

Problem Areas : Passenger Human Performance

### **Narrative**

PAX MUST HAVE BOARDED INTOXICATED, BUT UNDER CONTROL OR DRUGS WERE TAKEN ALONG WITH ALCOHOL INGESTED INFLT. PAX BECAME SEVERELY INTOXICATED AND IRRATIONAL. HE WAS UNCOOPERATIVE TO FLT ATTENDANT, FO, AND CAPT INSTRUCTIONS. HE BECAME CONFRONTATIONAL AND VERBALLY ABUSIVE. AN UNREASONABLE AMOUNT OF ALCOHOL WAS NOT DELIVERED TO CAUSE THIS ACTION. THE CREW PERFORMED THEIR DUTIES AS TRAINED AND EVERYTHING WOULD HAVE RESULTED AS EXPECTED IF IT WERE NOT FOR THE INEFFECTIVE PERFORMANCE OF THE RESTRAINING TAPE ISSUED BY THE COMPANY. WE MIGHT AS WELL HAVE USED TOILET PAPER. FLEX CUFFS WERE THEN USED ON ANKLES AND WRISTS AND THEN PAX WAS CONTROLLED UNTIL ARR AND LOCAL AUTHORITIES TOOK OVER.

### **Synopsis**

OVERINDULGING PAX ON INTL FLT WAS RESTRAINED AFTER BECOMING ABUSIVE WITH FLT CREW AND FLT ATTENDANTS. COMPANY PROVIDED RESTRAINING 'TAPE' PROVES INADEQUATE AND FLEX CUFFS REQUIRED FOR EFFECTIVE RESTRAINT.

**ACN: 667906**

## **Time / Day**

Date : 200508  
Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : TJSJ.Airport  
State Reference : PR

## **Environment**

Light : Daylight

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B757 Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
Qualification.Flight Attendant.Aircraft Qualified On : 6  
Experience.Flight Attendant Time.Airline Total : 7  
Experience.Flight Attendant Time.Total : 7  
Experience.Flight Attendant Time.Type : 80  
ASRS Report : 667906

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 4**

Affiliation.Government.Other  
Function.Observation : Passenger  
Function.Other Personnel.Other

## **Person : 5**

Affiliation.Government.Other  
Function.Other Personnel.Other

## **Person : 6**

Affiliation.Government.Other  
Function.Other Personnel.Other

## **Person : 7**

Affiliation.Company : Air Carrier  
Function.Other Personnel.Other

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Independent Detector.Other.Flight CrewA : 1  
Resolatory Action.None Taken : Anomaly Accepted  
Resolatory Action.None Taken : Unable  
Consequence.Other : Company Review

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

PAX WAS ARMED AND HAD POLICE DOG. DID NOT LISTEN TO CREW INSTRUCTIONS. DID NOT LISTEN TO CAPT'S INSTRUCTIONS. REFUSED TO DEPLANE WHEN THE TSA, LCL POLICE AND ACR PERSONNEL INSTRUCTED HIM TO. HAD TO DEPLANE ALL PAX, THEN HE DEPLANED LAST WITH DOG.

## **Synopsis**

A FLT ATTENDANT RPTS AN ARMED OFFICER WITH A DOG IGNORED ALL CREW INSTRUCTIONS AND INSISTED ON DEPLANING AS LAST PAX.

**ACN: 667094**

## **Time / Day**

Date : 200508  
Local Time Of Day : 0001 To 0600

## **Place**

Locale Reference.Airport : BIL.Airport  
State Reference : MT  
Altitude.MSL.Single Value : 36000

## **Environment**

Flight Conditions : VMC  
Light : Night

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZLC.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B757-200  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
Qualification.Pilot : ATP  
Experience.Flight Time.Last 90 Days : 210  
Experience.Flight Time.Total : 21000  
Experience.Flight Time.Type : 2300  
ASRS Report : 667094

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 3**

Function.Observation : Passenger

## **Person : 4**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 5**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 6**

Affiliation.Company : Air Carrier  
Function.Other Personnel : Dispatcher

## **Person : 7**

Affiliation.Government.Other  
Function.Other Personnel.Other

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Resolatory Action.Flight Crew : Diverted To Another Airport  
Resolatory Action.Flight Crew : Took Precautionary Avoidance Action  
Consequence.Other : Company Review

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

THE 'A' FLT ATTENDANT CAME TO THE COCKPIT WITH A PROB PAX RPT, ALMOST AT THAT INSTANT WE WERE LOOKING AT PHYSICAL ALTERCATION AND THREATS OF 'I'M GOING TO KILL YOU' ALL THE WHILE YELLING '\*@#!\$& THIS,' AND 'I'M GOING TO GET YOU \*@#!\$&,' ALL DIRECTED AT A FLT ATTENDANT. WE MADE A DECISION TO DIVERT AT THAT MOMENT. A LEVEL 2 THREAT EXISTED. THE FO WAS THE PF. I ASKED HIM FOR THE NEAREST ACR ARPT AND SINCE HE HAD FLOWN INTO BILLINGS, MT, AND WE WERE 60+ MI W I INSTRUCTED HIM TO ADVISE ATC, GET THE CLRNC, AND TAKE ALL FLYING AND RADIO DUTIES. I CONTACTED DISPATCH, ADVISED OF OUR INTENT. HE AGREED AND ALERTED LOCAL POLICE. THE SEAT BELT SIGN WENT ON, CABIN DUTIES WERE TERMINATED AND THE CABIN WAS PREPARED FOR A LNDG. THE PAX WAS SO DRUNK HE DIDN'T KNOW WHAT WAS HAPPENING. THE FLT ATTENDANTS GOT HIM IN HIS SEAT. WE REVIEWED THE THREAT 2 CHKLIST ON DSCNT, DID ALL APPROPRIATE CHKLISTS AND LANDED. AUTHORITIES MET US ON THE RAMP AFTER SHUTDOWN AND ESCORTED THE PAX OFF. HE CONTINUED HIS VULGAR LANGUAGE AND FOUGHT WITH THE POLICE ALL THE WAY TO THE SQUAD CAR. LATER WE WERE INFORMED BY A FLT ATTENDANT THAT SHE HAD BEEN TRYING TO DEFUSE THE SIT AND WHILE IN THE AFT LAV THE PAX WAS KICKING AND BANGING ON THE LAV DOOR AND WALLS AS IF TO TEAR IT UP. SHE WAS ABLE TO CALM HIM ENOUGH TO GET HIM TO HIS SEAT AND THE OTHER FLT ATTENDANT WAS TRYING TO GET HIM SEATED. THE FLT ATTENDANTS DID A GREAT JOB.

## **Synopsis**

A B757-200 CREW DIVERTED TO AN ENRTE STATION TO HAVE POLICE REMOVE AN IRATE/INTOXICATED PAX FROM THE ACFT.

**ACN: 665194**

## **Time / Day**

Date : 200507

Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## **Environment**

Light : Night

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B777-200

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

Route In Use.Enroute : Atlantic

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Experience.Flight Attendant Time.Airline Total : 28

Experience.Flight Attendant Time.Total : 28

Experience.Flight Attendant Time.Type : 75

ASRS Report : 665194

## **Person : 2**

Function.Observation : Passenger

## **Person : 3**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Function.Oversight : Flight Attendant In Charge

## **Person : 4**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## **Person : 5**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

## **Person : 6**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## Events

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Independent Detector.Other.Flight CrewA : 2  
Independent Detector.Other.Flight CrewB : 3  
Resolatory Action.Other

## Assessments

Problem Areas : Passenger Human Performance

## Narrative

PAX IN SEAT XX BOARDED THE AIRPLANE NOTICEABLY LOUD AND OBNOXIOUS. HE CONTINUED HIS UNINHIBITED BEHAVIOR DURING THE INITIAL MEAL SERVICE TO THE EXTENT THAT THE OTHER PAX WERE COMPLAINING. THE PAX WAS TOLD TO BE QUIET, CALM DOWN, AND GO TO SLEEP. HE CONTINUED HIS BELLIGERENT BEHAVIOR. THE PAX WAS DEMANDING A SANDWICH, THEN CHAMPAGNE. THE CAPT GOT INVOLVED WHILE ON A BATHROOM BREAK. HE TOLD THE PAX TO SIT DOWN AND BE QUIET. LATER, AFTER THE CAPT WAS IN THE BUNKS ON BREAK, THE PAX CAME BACK TO THE FIRST CLASS GALLEY DEMANDING MORE CHAMPAGNE. AT THIS POINT, THE #5 FLT ATTENDANT READ HIM THE PAX MISCONDUCT FORM AND WAS ASKED IF HE UNDERSTOOD THE CONSEQUENCES OF HIS CONTINUED BEHAVIOR. SOON AFTER THE CAPT WAS INTERRUPTED FROM HIS BREAK BY THE PURSER. ONCE AGAIN, THE CAPT, PURSER, AND THE #6 FLT ATTENDANT WENT TO THE PAX TRYING TO GET HIM TO COMPLY. THE NEXT THING I KNOW, I AM CALLED TO THE FIRST CLASS GALLEY AND WITNESSED THE PAX BEING HANDCUFFED BY THE PURSER, FLT ATTENDANT #6, AND FLT ATTENDANT #8. HE WAS THEN PUT INTO SEAT YY AND SEAT BELTED IN. HIS VERBAL ABUSE CONTINUED THE REST OF THE FLT. ON DSCNT, THE PAX WAS ABLE TO GET OUT OF THE SEAT BELT, DEMANDING TO BE RELEASED. AT THAT POINT HE WAS TAPED INTO THE SEAT. THE PURSER SAT NEXT TO HIM FOR LNDG. THE POLICE MET THE FLT.

## Synopsis

AN UNRULY PAX ON AN INTERNATIONAL B777 FLT WAS HANDCUFFED AND RESTRAINED. POLICE MET FLT UPON ARR.



**ACN: 665187**

## **Time / Day**

Date : 200507

## **Place**

Locale Reference.Airport : ZZZZ.Airport  
State Reference : FO

## **Environment**

Light : Night

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZZ.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B767-300 and 300 ER  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Experience.Flight Attendant Time.Airline Total : 36  
Experience.Flight Attendant Time.Total : 36  
Experience.Flight Attendant Time.Type : 98  
ASRS Report : 665187

## **Person : 2**

Function.Observation : Passenger  
Function.Other Personnel.Other

## **Person : 3**

Function.Observation : Passenger  
Function.Other Personnel.Other

## **Person : 4**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Function.Oversight : Flight Attendant In Charge

## **Person : 5**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 6**

Affiliation.Company : Air Carrier  
Function.Other Personnel : Dispatcher

## Events

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Independent Detector.Other.Flight CrewA : 3  
Independent Detector.Other.Flight CrewB : 4  
Resolatory Action.None Taken : Anomaly Accepted

## Assessments

Problem Areas : Passenger Human Performance

## Narrative

THIS PAX, INITIALLY AT BOARDING, ACTED A LITTLE UNUSUAL (HE WAS A LITTLE LOUD, DRANK WATER, CHAMPAGNE AND ORANGE JUICE). I WENT ON FIRST BREAK. WHEN I GOT UP I WAS INFORMED AS TO WHAT HAD GONE ON WITH THIS PAX AND HIS REACTION TO THE LADY NEXT TO HIM HAVING SPILLED HIS WINE ON HIS SEAT WHEN SHE WENT TO THE BATHROOM. (HE WAS ALREADY UP AND IN THE OTHER LAV.) LATER THE LADY INFORMED THE AUTHORITIES MEETING THE ACFT THAT SHE HAD ASKED HIM TO PUT HIS FOOT REST IN, BUT HE WOULD NOT DO IT. THE 1ST FLT ATTENDANT TOLD HIM ABOUT THE SPILL, BUT THAT IT WAS OK NOW BECAUSE BLANKETS HAD BEEN USED TO COVER THE SPILL. I WAS TOLD THAT HE WENT 'BALLISTIC.' HE WAS TOLD THAT THE PAX HAD HAD A STROKE A FEW YEARS BEFORE AND THEREFORE WAS A LITTLE UNSTEADY ON HER FEET. AGAIN, HE WENT 'BALLISTIC' THAT HE WAS SITTING NEXT TO A 'CRIPPLE.' HE DEMANDED TO SPEAK WITH THE CAPT. I WAS TOLD THAT THE PLT WHO WAS ON BREAK TOLD HIM THAT HIS SON WAS A CRIPPLE AND THAT HE WOULD BE GLAD TO SIT NEXT TO THE LADY -- THAT HE WOULD TRADE SEATS WITH HIM. HE REFUSED THIS OFFER. THE PURSER AND #6 WENT ON BREAK THEN, AND THE PAX WENT TO THE LAV. WHEN HE GOT OUT HE TOLD ME TO BRING HIM A BLOODY MARY. I SAID (AS I WAS TOLD TO SAY BY THE PURSER) THAT THE BAR WAS CLOSED. HE ASKED IF IT WAS CLOSED TO EVERYONE OR JUST HIM. I SAID, 'BASICALLY FOR EVERYONE, BUT SPECIFICALLY IT WAS MY UNDERSTANDING THAT YOU AND THE PURSER HAVE ALREADY TALKED ABOUT THE AUTHORITIES MEETING THE PLANE AND THEREFORE NO MORE DRINKS WOULD BE SERVED TO YOU.' HE WALKED OUT BEFORE I FINISHED. HE WOULD COME INTO THE GALLEY ON OCCASION, SAY UGLY THINGS. THEN HE WOULD LEAVE NOT LETTING ME FINISH MY ANSWERS. A SHORT WHILE LATER, HE RANG THE CALL LIGHT. I WENT TO HIS SEAT AND HE SAID THAT THIS WAS THE WORST FLT EVER, ALL OF US SHOULD RETIRE, THIS IS THE FLT OF THE OLD, THE FAT, AND THE UGLY, ETC. HE ALSO COMPLAINED THAT HE WAS SEATED BESIDE SOMEONE WITH A STROKE. HE USED A LOT OF FOUL LANGUAGE AND DEMANDED TO SPEAK WITH THE CAPT (WHO WAS ON BREAK.) I WOKE THE CAPT UP, RELAYED THE MOST RECENT EVENTS, AND THE CAPT SAID TO TELL HIM THAT HE WOULD TALK WITH HIM ON THE JET BRIDGE WITH THE AUTHORITIES. THIS MAN ALSO HAD RELAYED THAT HE HAD BEEN ARRESTED ONCE BEFORE BECAUSE OF AN ALTERCATION WITH A FLT ATTENDANT. THE COCKPIT CREW WAS IN TOUCH WITH DISPATCH WHO HAD NO RECORD OF THIS. I WAS FRIGHTENED AND NERVOUS. THIS MAN SEEMED LIKE A BOMB ABOUT TO EXPLODE.

## Synopsis

AN UNRULY PAX ON AN INTERNATIONAL B767 FLT WAS MET BY POLICE.

**ACN: 662229**

## **Time / Day**

Date : 200506  
Local Time Of Day : 0601 To 1200

## **Place**

Locale Reference.Navaid : ZZZ.VOR  
State Reference : FO  
Altitude.MSL.Single Value : 15000

## **Environment**

Flight Conditions : VMC  
Light : Daylight

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZZ.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B737-800  
Operating Under FAR Part : Part 121  
Navigation In Use.Other.VORTAC  
Flight Phase.Climbout : Intermediate Altitude

## **Component : 1**

Aircraft Component : Pressurization System

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
ASRS Report : 662229

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer  
ASRS Report : 662535

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 4**

Function.Observation : Passenger

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Cabin Event.Other

Resolatory Action.None Taken : Anomaly Accepted  
Consequence.Other : Company Review  
Consequence.Other

## **Assessments**

Problem Areas : Aircraft  
Problem Areas : Cabin Crew Human Performance  
Problem Areas : Flight Crew Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

WHILE CLBING THROUGH APPROX 15000 FT, A FLT ATTENDANT STATED THERE WAS A VERY LOUD AIR LEAK/NOISE IN THE COACH CABIN. INVESTIGATION BY THE FLT ATTENDANT REVEALED THE NOISE COMING FROM THE LOWER SIDEWALL NEXT TO 12A. THE SOUND WAS DESCRIBED AS VERY LOUD WITH A HIGH PITCH, SIMILAR TO THAT OF A CABIN DOOR LEAK. THE FLT ATTENDANT STATED THE NOISE HAD STARTED SHORTLY AFTER TKOF AND SEVERAL PAX HAD RUNG THEIR CALL BUTTONS. THE FO AND I CHKED ALL SYS AND EVERYTHING WAS NORMAL. A PAX (MR X) WHO IDENTED HIMSELF AS A COMPANY Y EMPLOYEE, VOICED HIS CONCERNS TO THE OTHER PAX AND STATED THE ACFT WAS UNSAFE TO FLY IN THIS CONDITION. ONE OF THE FLT ATTENDANTS INDICATED MR X'S COMMENTS HAD ALARMED OTHER PAX. MR X TOLD ONE OF THE FLT ATTENDANTS HE WOULD NOTIFY THE FAA ASAP ABOUT THIS SITUATION. THE NOISE SUBSIDED CONSIDERABLY AFTER LEVELOFF AT FL370 AND THE FLT ATTENDANTS INDICATED NONE OF THE PAX SEEMED CONCERNED. THE FO AND I DETERMINED IT WAS SAFE TO CONTINUE. WE GATHERED AS MUCH INFO AS POSSIBLE FROM THE FLT ATTENDANTS CONCERNING THE NOISE AND FORWARDED THIS TO MAINT CTL VIA ACARS. LATER ENRTE, ONE OF THE FLT ATTENDANTS HAD A CONVERSATION WITH MR X AND INFORMED HIM HE HAD NEEDLESSLY ALARMED OTHER PAX WITH HIS UNNECESSARY COMMENTS SHORTLY AFTER THE NOISE STARTED. MR X SEEMED TO AGREE WITH THE FLT ATTENDANT. WHETHER OR NOT MR X WILL NOTIFY THE FAA IS UNCLR AS HE DISEMBARKED BEFORE I HAD A CHANCE TO SPEAK WITH HIM. A DETAILED LOG ENTRY PIREP WAS COMPLETED AND A CALL WAS MADE TO MAINT CTL AFTER I CLRED CUSTOMS.

## **Synopsis**

A B737-800 DURING CLB AT 15000 FT, PAX COMPLAINED ABOUT A LOUD PRESSURE SQUEAL FROM THE SIDEWALL AT SEAT 12A. SQUEAL MODERATED AT FL370.

**ACN: 661547**

## **Time / Day**

Date : 200506

## **Place**

Locale Reference.Airport : TJSJ.Airport

State Reference : PR

## **Environment**

Light : Daylight

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZSU.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B757 Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Descent : Intermediate Altitude

Flight Phase.Descent : Vacating Altitude

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

Qualification.Flight Attendant.Aircraft Qualified On : 5

Experience.Flight Attendant Time.Airline Total : 16

Experience.Flight Attendant Time.Total : 16

Experience.Flight Attendant Time.Type : 33

ASRS Report : 661547

## **Person : 2**

Function.Observation : Passenger

## **Person : 3**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

## **Person : 4**

Function.Observation : Passenger

## **Person : 5**

Function.Other Personnel.Other

## **Person : 6**

Affiliation.Government.Other

Function.Other Personnel.Other

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Other Anomaly.Other  
Resolatory Action.Other  
Consequence.Other : Company Review  
Consequence.Other : Emotional Trauma

## Assessments

Problem Areas : Passenger Human Performance

## Narrative

AFTER THE CAPT MADE THE INITIAL DSCNT INTO TJSJ ANNOUNCEMENT, I WENT FORWARD TO DOOR 2LR TO DO CHKS AND PICK-UP. I WAS MOTIONED BY A COUPLE IN XY TO LOOK AT THE MAN IN Z. WHEN I GOT THERE, THE COUPLE SAID SOMETHING WAS WRONG WITH THE MAN NEXT TO THEM. HE WAS VIOLENTLY TRYING TO GET OUT OF HIS SEAT, BUT HE HAD HIS SEATBELT STILL ON HIM. I ASKED HIM IF HE WAS OK, AND HE DID NOT RESPOND OR LOOK AT ME, AS IF I WERE NOT THERE. CONCERNED THAT HE WAS HURTING HIMSELF AND PROBABLY ONLY HAD TO USE THE LAVATORY, I UNSNAPPED HIS SEATBELT AND HE GOT UP AND PROCEEDED AFT. SOMETHING TOLD ME TO FOLLOW HIM. THE #1, #2 AND #4 FLT ATTENDANTS WERE IN THE GALLEY. I MOTIONED TO THEM AS HE AND I WERE NEAR THE GALLEY/BATHROOM AREA THAT I DID NOT KNOW WHAT WAS GOING ON WITH HIM. HE PASSED THE BATHROOMS AND PROCEEDED INTO THE AFT GALLEY, WHERE HE JUST STOOD THERE. I TOLD THE #2 FLT ATTENDANT, WHO WAS THE SPEAKER, THAT MAYBE HE DOES NOT SPEAK ENGLISH AND TO TELL HIM WHERE THE BATHROOM IS. SHE SAID SOMETHING IN SPANISH. AGAIN HE DID NOT RESPOND, JUST LOOKING. JUST AS SHE AND I LOOKED AT EACH OTHER IN AWE, HE REACHED OUT AND WENT TO THE 3L DOOR. I SHOUTED TO THE #2 FLT ATTENDANTS 'HE'S GOING TO OPEN THE DOOR!' SHE TRIED TO STEP SOMEWHAT BTWN HIM AND THE DOOR AND HELD OUT HER HAND TO STOP HIM. SUDDENLY HE YELLED AND SMACKED HER IN THE FACE. HE THEN STARTED TO GRAB, PUSHING AND PULLING HER IN AND AT THE FACE VERY VIOLENTLY. HE WAS GRUNTING LOUDLY. AFTER A SECOND OR TWO OF BEING IN SHOCK, I WENT TO TRY TO PULL THE MAN OFF OF THE #2 FLT ATTENDANT. HE WAS EXTREMELY STRONG. HE WAS ABOUT 5 FT 6 INCHES TO 5 FT 7 INCHES, 160-170 LBS, AND MID-TO-LATE 60'S. I BEGAN TO PULL HIM. HE THEN TURNED AND WENT AFTER ME, PUSHING ME INTO DOOR 3R AREA. I BELIEVE HE STILL HAD A HAND ON HER. WE CONTINUED TO STRUGGLE WITH THE MAN. I YELLED TO GET HIM DOWN, AND AS WE STARTED WRESTLING TO GND, HE GRABBED MY R LEG, BTWN MY ANKLE AND SHIN, AND WAS TRYING TO BRING IT TO HIS MOUTH. I WAS ABLE TO FREE MY LEG AND WE CONTINUED TO FIGHT WITH HIM TO KEEP HIM NEAR/ON THE FLOOR. ONE OF US SHOUTED FOR THE CUFFS. AS THE #4 FLT ATTENDANT WENT FOR HER CUFFS AND MAN (HELPER) CAME AND WAS WRIGGLING HIS WAY BTWN SHE AND I TO HELP HOLD HIM DOWN. THE #4 FLT ATTENDANT RETURNED WITH THE CUFFS AS WELL AS SOME OTHER MEN (HELPERS). ONCE THE HELPERS HAD HOLD OF HIM, I MOVED BACK TO THE LAVATORY AREA. I CHIMED THE COCKPIT TO TELL THEM WHAT WAS HAPPENING. I WAS SHAKING SO THAT I DO NOT KNOW WHAT I SAID. I THEN REALIZED THAT ANOTHER FLT ATTENDANT WAS ON THE PHONE WITH THEM ALREADY. I THEN THOUGHT AND PAGED FOR A DOCTOR OR NURSE. I NOTICED THAT MOST OF THE AFT PART OF THE CABIN WAS UP IN THE AISLE AND I COULD NOT SEE IF ANYONE WAS COMING AND MADE ANOTHER PA FOR EVERYONE TO SIT DOWN AND EVERYTHING WAS OK. NO ONE CAME. I TURNED BACK TO THE INCIDENT, TO SEE THE HELPERS STRUGGLING STILL WITH

THE MAN. HIS LEGS WERE FLAILING AND KICKING. I ASKED IF I SHOULD GET MY CUFFS FOR HIS ANKLE AND ALL AGREED. I WENT TO DOOR 2L TO GET MINE, AND AS I WAS COMING BACK, A MAN IN THE LHS WINDOW EXIT SAID HE WAS AN EMT AND IF I NEEDED HIS HELP. I TOOK HIM BACK AND BY THIS TIME THERE WAS A WOMAN THERE WHO ENDED UP BEING A PHARMACIST STANDING THERE. I TOLD THE GALLEY CROWD THAT THIS MAN WAS AN EMT. HE GOT INTO THE SITUATION. I NOTICED THAT THERE WAS NOW LIQUID FLOWING ON THE FLOOR. I ASKED THE CROWD WHAT WAS THAT, AND ONE OF THE HELPERS RESPONDED THAT IT WAS URINE. I GAVE MY CUFFS TO THE HELPER AND HE AND ANOTHER PUT THEM ON. I MADE SURE TO TELL HIM TO CHK TO SEE THAT HE SHOULD GET 1 FINGER BTWN THE CUFFS AND THE ANKLES. I NOTICED THAT THE MAN HAD ON 1 SHOE AT THIS POINT AND HIS FEET LOOKED SWOLLEN. I TOLD A HELPER TO REMOVE THE OTHER SHOE. I WAS CONCERNED THAT HE MIGHT HURT SOMEONE WITH THE SHOE STILL ON HIS FOOT. THE HELPER DID AND THE GUY REPEATEDLY TOLD HIM TO PUT IT BACK ON. I TOLD THE HELPER TO DO SO. THE #1 FLT ATTENDANT ASKED ME TO GET THE OXYGEN AND I GOT THE ONE FROM THE LHS DOGHOUSE. I TURNED IT ON, PINCHED THE BAG AND GAVE IT TO THE WOMAN. THE CAPT MADE THE PREPARE FOR LNDG ANNOUNCEMENT AND I WENT FORWARD TO DO MORE CHKS. WE UNFORTUNATELY HAD 15 UNACCOMPANIED MINORS, REPEAT 15 UNACCOMPANIED MINORS ON THIS FLT. FORTUNATELY, DURING BOARDING WE WERE ABLE TO GET THEM TOGETHER EXCEPT FOR TWO. I MOVED THE 2 TO FIRST CLASS, CLRED 36A-C, 35A-C TO FIRST CLASS TO ACCOMMODATE THE MAN AND THE HELPERS. WE SEATED THE MAN IN 36A, AND HELPERS IN 36BCD AND IN 35A&C. I ALSO WENT BACK TO THE COUPLE THAT WAS SITTING NEXT TO HIM AND ASKED IF HE HAD ANY BAGS AND WAS HE WITH THEM. THEY SAID NO TO EACH QUESTION, SAYING THAT THEY HAD SEEN HIM IN THE BOARDING AREA AND HE DIDN'T HAVE ANY BAGS WITH HIM. WHEN WE LANDED, WE WERE MET BY SOME TJSJ SUPVRS AND LOTS OF POLICE AND SOME PARAMEDICS. PARAMEDICS BOARDED AND TOOK HIM OFF. HIS Demeanor WAS NORMAL -- TOTALLY OPPOSITE OF THE ANGER WE HAD SEEN -- AND HIS APPEARANCE PHYSICALLY LOOKED AS IF HE HAD BEEN IN A FIGHT AND HE HAD ON 1 SET OF CUFFS ON HIS WRISTS. THE #2 FLT ATTENDANT AND I SPOKE TO POLICE AND THEY SAID THEY WANTED TO TAKE US TO THE STATION SINCE THIS WAS NOW AN FBI SITUATION. AFTER DEPLANING THE PAX AND THE 15 UNACCOMPANIED MINORS, SHE AND I WENT TO THE TJSJ POLICE STATION AT THE ARPT. WE WERE THERE OVER 3 HRS. THE FBI AGENT SAID THAT THEY ARE GOING TO PROSECUTE THE MAN.

## **Synopsis**

PAX ABOARD B757 BECAME VIOLENT DURING DSCNT TO INTL DEST IS RESTRAINED AND TURNED OVER TO AUTHS.

**ACN: 655996**

## **Time / Day**

Date : 200505

## **Place**

Locale Reference.Navaid : PDT.VORTAC  
State Reference : OR  
Altitude.MSL.Single Value : 36000

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZSE.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : B737-500  
Operating Under FAR Part : Part 121  
Navigation In Use.Other.VORTAC  
Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer  
Experience.Flight Time.Last 90 Days : 200  
Experience.Flight Time.Total : 9000  
Experience.Flight Time.Type : 5000  
ASRS Report : 655996

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 4**

Function.Observation : Passenger  
Function.Other Personnel.Other

## **Person : 5**

Function.Observation : Passenger  
Function.Other Personnel.Other

## **Events**

Anomaly.Cabin Event : Passenger Illness  
Anomaly.Cabin Event : Passenger Misconduct  
Resolatory Action.Other



## **Assessments**

Problem Areas : Cabin Crew Human Performance

Problem Areas : Passenger Human Performance

## **Narrative**

DURING CRUISE, 'AFT SVC' DOOR WARNING LIGHT CAME ON FOR ABOUT 5 SECONDS, THEN WENT OUT. ABOUT 10 SECONDS LATER, THE FLT ATTENDANT CALLED TO SAY THERE WAS A SITUATION IN WHICH A PAX HAD TRIED TO OPEN AFT SVC DOOR. SHE CALLED FOR HELP, AND SEVERAL OTHER PAX HELPED RESTRAIN THE PAX IN QUESTION. HANDCUFFS WERE USED AS WELL AS DUCT TAPE ON THE LEGS. A DOCTOR CHKED THE RESTRAINED PAX AT THIS TIME. THE FLT ATTENDANT AND THE DOCTOR BELIEVED THE PAX MAY BE HYPOGLYCEMIC. JUICE WAS OFFERED, PAX SEEMED TO REGAIN COMPOSURE. NO FURTHER PROBS ENCOUNTERED. DISPATCH WAS NOTIFIED OF A LEVEL 2 THREAT INITIALLY AND THEN ADVISED THAT THE SITUATION WAS UNDER CTL AND THAT WE WANTED LAW ENFORCEMENT AS WELL AS MEDICAL PERSONNEL TO MEET THE FLT. THE REST OF THE FLT WAS NORMAL. PAX WAS RESTRAINED TO THE FLOOR FOR LNDG.

## **Synopsis**

A PAX ACTING ERRATICALLY WAS SUBSEQUENTLY RESTRAINED AND TREATED BY A PHYSICIAN ON BOARD.

**ACN: 651189**

## **Time / Day**

Date : 200503  
Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Airport : DFW.Airport  
State Reference : TX  
Altitude.MSL.Single Value : 33000

## **Environment**

Light : Night

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZFW.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : MD-80 Series (DC-9-80) Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Climbout : Intermediate Altitude  
Route In Use.Departure.SID : DALLAS 7

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
ASRS Report : 651189

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 4**

Function.Observation : Passenger

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Cabin Event.Other  
Anomaly.Inflight Encounter : Turbulence  
Independent Detector.Other.Flight CrewA : 1  
Resolatory Action.None Taken : Anomaly Accepted  
Consequence.Other : Company Review

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Environmental Factor  
Problem Areas : Passenger Human Performance

## **Narrative**

PRIOR TO GATE DEP, I MADE A PA, AS I ALWAYS DO, WELCOMING THE PAX AND REMINDING THEM ABOUT A FEW SAFETY AND SECURITY ITEMS. AMONG OTHER THINGS, I ALWAYS CAUTION THEM ABOUT OBSERVING THE SEATBELT SIGN, EVEN WHEN IT SEEMS SMOOTH. CLBING OUT, WE ENCOUNTERED UNFORECASTED LIGHT CHOP STARTING AT ABOUT 8000 FT. THE CHOP GOT WORSE AS WE CLBED, CHANGING TO MODERATE CHOP, LIGHT TURB AND THEN CONTINUOUS MODERATE TURB. ATC ADVISED THEY WERE NOW GETTING RPTS OF CHOP AND TURBULENT CONDITIONS AT ALL ALTS EBOUND UNTIL THE VICINITY OF MEMPHIS. DURING THE TIME I WAS COLLECTING INFO AND ASSESSING THE CONDITIONS, I HEARD THE FORWARD LAVATORY FLUSH MOTOR 2 OR 3 TIMES, INDICATING THAT PAX WERE USING THE LAVATORY. I ALSO HEARD THE #1 FLT ATTENDANT MAKE AT LEAST 2 PA'S ADVISING PAX TO REMAIN SEATED. I THEN MADE A STRONGLY WORDED PA MYSELF, WARNING THE PAX THAT IT WAS NOT SAFE TO BE OUT OF THEIR SEATS AND THAT IT WAS A VIOLATION OF FAA RULES TO IGNORE THE SEATBELT SIGNS. INCREDIBLY, AFTER THE ANNOUNCEMENTS AND DESPITE THE TURBULENT CONDITIONS, PEOPLE CONTINUED TO GET UP TO USE THE LAVATORY. I AM ASTOUNDED AT THE NUMBER OF PAX THAT PAY NO ATTN TO THE SEATBELT SIGNS AND THAT IGNORE ANNOUNCEMENTS AND SAFETY RULES. THE REASONS PAX IGNORE RULES ARE MANY, INCLUDING IGNORANCE, APATHY, SELFISHNESS AND A BELIEF THAT A SVC INDUSTRY HAS NO RIGHT TO IMPOSE RESTRS ON CUSTOMERS, AMONG OTHERS. BUT THE MAIN REASON IS THAT THEY ARE RARELY REQUIRED TO FACE THE CONSEQUENCES OF THEIR VIOLATIONS. I WOULD SUGGEST THAT WE START ENFORCING THE SEATBELT RULES MORE AGGRESSIVELY. WE NEED TO MAKE MORE ANNOUNCEMENTS WHEN WE KNOW PEOPLE ARE LISTENING. WE NEED TO OFFER EXAMPLES OF WHAT CAN HAPPEN IN CASES OF NON COMPLIANCE -- BOTH IN TERMS OF INJURIES AND PENALTIES. AND AS A LAST RESORT, WE MUST BE PREPARED TO CHARGE BLATANT VIOLATORS WITH MISCONDUCT.

## **Synopsis**

PLT COMMENTS ABOUT SOME PAX DISREGARD OF THE 'FASTEN SEATBELT' SIGN, THE POTENTIAL FOR INJURIES, AND SUGGESTS SIGN VIOLATION ENFORCEMENT WITH PENALTIES.

**ACN: 649925**

## **Time / Day**

Date : 200503  
Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Airport : SEA.Airport  
State Reference : WA  
Altitude.MSL.Single Value : 36000

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZSE.ARTCC  
Operator.Common Carrier : Air Carrier  
Make Model Name : A320  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer  
Experience.Flight Time.Last 90 Days : 150  
Experience.Flight Time.Total : 5775  
Experience.Flight Time.Type : 2725  
ASRS Report : 649925

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty

## **Person : 4**

Function.Observation : Passenger  
Function.Other Personnel.Other

## **Person : 5**

Affiliation.Government.Other  
Function.Other Personnel.Other

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : Company Policies  
Anomaly.Other Anomaly.Other  
Resolatory Action.None Taken : Anomaly Accepted

Consequence.Other : Company Review  
Consequence.Other : Emotional Trauma  
Consequence.Other

## Assessments

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Flight Crew Human Performance  
Problem Areas : Weather

## Situations

### Narrative

THE FIRST INDICATION THAT THERE MIGHT BE A PROB CAME AS WE PREPARED FOR PUSHBACK. THE FLT ATTENDANTS SAID THERE WAS A PAX WHO WAS BEING VERY LOUD SWEARING AND OFFENDING THEM AND THE PAX. THE CAPT SPOKE WITH HIM AND HE SEEMED TO RESPOND WITH CONTRITION AND SAID THERE WOULDN'T BE ANY FURTHER PROBS. AFTER ABOUT 2 HRS OF FLT TIME, THE FLT ATTENDANT CALLED FROM THE AFT CABIN AND SAID THE PAX WAS CAUSING PROBS AGAIN. HE WAS SWEARING AND USING OFFENSIVE LANGUAGE, THEN USED THE LAVATORY WITHOUT CLOSING THE DOOR. A FEW MINS LATER THEY CALLED AND SAID HE HAD OPENED AND THEN THROWN HIS SALAD DRESSING AT THE WINDOW, AND THEN WAS SPITTING ON THE OTHER SEATS AROUND HIM. THE CALLS CONTINUED TO DESCRIBE THE ACTIONS HE WAS TAKING, AND THE FLT ATTENDANTS ASKED THAT WE LAND TO HAVE THE PAX TAKEN OFF THE AIRPLANE. THE FLT ATTENDANTS CONTINUED TO RPT THE ACTIONS THIS PAX WAS TAKING WHICH INCLUDED: THROWING HIS FOOD TRAY, BANGING THE AIRPHONE AGAINST THE SEAT IN FRONT OF HIM, SMOKING IN THE LAVATORY, RIPPING THE PHONE OFF THE SEAT, TEARING THE TRAY TABLE OFF THE SEAT BACK, AND TEARING A HANDLE OFF THE WALL IN THE LAVATORY. THERE WAS MORE DAMAGE IN THE LAVATORY AS WELL. INITIALLY, WE CONTINUED BECAUSE WE NEEDED TO CLR THE AREA WITH VOLCANIC ASH FROM A RECENT ERUPTION. THE FLT ATTENDANTS CONTINUED TO CALL AND REQUEST THAT WE LAND AND HAVE THE PAX REMOVED. THE CAPT PASSED SOME INFO TO DISPATCH VIA ACARS AND AFTER A WHILE BY RADIO, WHILE CONTINUING TO PROCEED TOWARDS ANC. EVENTUALLY WE REACHED A POINT WHERE THE ONLY REAL OPTION WAS TO CONTINUE AND LAND AT ANC, AND THAT IS WHAT WE DID. AFTER LNDG, THE AUTHS ARRESTED THE PAX, TOOK STATEMENTS AND PHOTOGRAPHED THE DAMAGE ON THE AIRPLANE. FORTUNATELY, NO ONE WAS HURT. I DON'T BELIEVE WE SHOULD HAVE CONTINUED PAST SEA. I RECOMMENDED BASED ON THE FLT ATTENDANT RPTS AND REQUESTS THAT WE SHOULD HAVE DIVERTED TO SEA BEFORE LEAVING UNITED STATES AIRSPACE. I STILL BELIEVE THIS WOULD HAVE BEEN THE PRUDENT THING TO DO. SEA WAS CLOSE, THE WX WAS GOOD, AND COMPANY HAS FULL FACILITIES THERE. THE CAPT NEVER SEEMED TO REALIZE THE URGENCY THAT THE FLT ATTENDANTS WERE PASSING. I FELT THEY WERE VERY CLR THAT THEY WANTED TO LAND, BUT HE DIDN'T SEEM TO BELIEVE IT WAS THAT URGENT. WE WERE FORTUNATE NO ONE WAS HURT.

### Synopsis

AN AGGRESSIVE, ABUSIVE AND POTENTIALLY VIOLENT PAX IS RPTED REPEATEDLY TO FLT CREW OF A320 ENRTE TO ANC. CAPT FAILS TO RESPOND TO CABIN ATTENDANT REQUESTS TO LAND AND HAVE THE PAX REMOVED. PAX WAS ARRESTED ON ARR.

**ACN: 647970**

## **Time / Day**

Date : 200502  
Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Airport : ZZZ.Airport  
State Reference : FO  
Altitude.AGL.Single Value : 0

## **Aircraft : 1**

Operator.General Aviation : Corporate  
Make Model Name : Gulfstream IV  
Operating Under FAR Part : Part 91  
Flight Phase.Cruise : Level  
Flight Phase.Ground : Parked

## **Person : 1**

Affiliation.Company : Corporate  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
Qualification.Pilot : ATP  
Experience.Flight Time.Last 90 Days : 200  
Experience.Flight Time.Total : 18000  
Experience.Flight Time.Type : 1500  
ASRS Report : 647970

## **Person : 2**

Affiliation.Company : Corporate  
Function.Flight Crew : First Officer

## **Person : 3**

Function.Other Personnel.Other

## **Events**

Anomaly.Cabin Event : Passenger Misconduct  
Anomaly.Non Adherence : FAR  
Anomaly.Other Anomaly.Other  
Independent Detector.Other.Flight CrewA : 1  
Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Flight Crew Human Performance  
Problem Areas : Passenger Human Performance

## **Narrative**

HAVING JUST RECENTLY HIRED A NEW COPLT, MY DUTIES AS CHIEF PLT REQUIRED ME TO TRAIN HIM TO THE STANDARDS OF OUR COMPANY. DURING THE 9 WK PERIOD SINCE HAVING HIRED HIM, HE HAS MADE NUMEROUS MISTAKES AND I HAVE ATTEMPTED TO CORRECT THEM. HE MADE SEVERAL MISTAKES AT THE SAME TIME MY EMPLOYER AND HIS FAMILY WERE ON BOARD. WHEN I CORRECTED HIM ON ONE OF HIS MISTAKES, HE BECAME VERY ANGRY AND GOT OUT OF HIS COPLT SEAT AND WENT INTO THE CABIN AND COMPLAINED TO OUR EMPLOYER WHO CAME UP TO THE FLT DECK AND STARTED YELLING AT ME FOR CRITICIZING THE COPLT. I TOLD HIM THAT THIS WAS NOT THE TIME NOR PLACE TO DISCUSS THIS. AFTER YELLING AT ME SOME MORE HE FINALLY WENT TO THE CABIN AND SAT DOWN. HOWEVER, THIS NOW EMBOLDENED THE COPLT INTO THINKING THAT HE DID NOT HAVE TO COMPLY WITH MY INSTRUCTIONS. HIS ATTITUDE BECAME DISOBEDIENT AND ARGUMENTATIVE. HE WAS VERY DISAGREEABLE. WHILE ON THE GND, THE OWNER CAME UP TO THE FLT DECK AND HE AND THE COPLT PROCEEDED TO ARGUE, YELL AND HARASS ME, WHICH CAUSED A DISTR IN THE FUEL PROCS. I ONLY WANTED 25000 LBS, BUT BECAUSE OF THE DISTR, I ENDED UP WITH 29000 LBS. AT THE SAME TIME, SEVERAL LIGHTS ILLUMINATED ON THE CONFLICT ALERT SYS STALL BARRIER, STANDBY PITOT AND ANTISKID. I DID NOT KNOW WHAT WAS CAUSING THIS. I THEN TOLD THE OWNER THAT DUE TO THE COPLT'S UNRULY ATTITUDE, THE MAINT ITEMS AND THE FACT THAT THE AIRPLANE COULD NOT LEGALLY LAND AT ZZZ BECAUSE IT WOULD BE 4000 LBS OVER ITS GROSS LNDG WT, THAT I WAS GOING TO CANCEL THE FLT. AT THAT POINT HE BECAME VERY ANGRY AND STARTED ARGUING WITH ME OVER MY DECISION TO CANCEL THE FLT. AT THE SAME TIME THE COPLT WAS ENCOURAGING THE OWNER THAT I WAS MAKING A WRONG DECISION. THE OWNER, WHO IS NOT A PLT, THEN GAVE ME AN ANGRY ULTIMATUM -- EITHER I FLY THE FLT OR I WOULD BE TERMINATED. MUCH TO MY REGRET, I FLEW THE FLT. DURING THE FLT, THE COPLT WAS UNCOOPERATIVE, ARGUMENTATIVE AND UNSAFE. AT THE SAME TIME DURING THE FLT, THE OWNER CAME TO THE FLT DECK APPROX 5 OR 6 TIMES TO EXPRESS HIS ANGER AND DISPLEASURE WITH ME. ON 2 OF THESE OCCASIONS, HE MADE ME GET OUT OF MY PLT SEAT TO TALK TO HIM. IN THE VESTIBULE, WHILE DOING THIS, HE WAS POKING ME IN THE CHEST WITH HIS FINGER AND QUESTIONING MY MGMNT STYLE. I KEPT TELLING HIM THAT THIS WAS NOT THE TIME NOR THE PLACE TO DISCUSS THOSE MATTERS. I HAD TO ORDER HIM SEVERAL TIMES TO SIT DOWN AND THAT HE WAS NOT TO INTERFERE WITH ME IN THE PERFORMANCE OF MY DUTIES. I ALSO WARNED HIM THAT THE SEATBELT SIGN WAS ILLUMINATED AND THAT BY REG HE WAS TO BE IN HIS SEAT. AT ONE POINT I HAD TO WARN HIM THAT IF HE DIDN'T COMPLY WITH MY ORDER I WOULD DECLARE AN EMER AND LAND AT THE NEAREST ARPT. WHEN I TOLD HIM THAT, HE THREATENED THAT HE AND THE COPLT WOULD FLY THE AIRPLANE. NOT WANTING TO RISK THAT, I JUST CONTINUED TO LET MYSELF BE YELLED AT AND HARASSED. ON THE APCH, THE COPLT WOULD NOT GIVE ME ANY READOUTS -- ALT, AIRSPD, RWY IN SIGHT, AND NO READOUTS AFTER LNDG, GND SPOILERS, THRUST REVERSERS DEPLOYED OR SPD READOUTS. AFTER THE PAX DEPLANED, THE OWNER TOOK ME INTO THE PLT CREW LOUNGE TO TALK TO ME. HE ASKED ME IF I WAS GOING TO FLY THE REST OF THE FLT. I TOLD HIM NO BECAUSE I CONSIDERED IT UNSAFE BECAUSE OF THE COPLT'S ATTITUDE AND THE MAINT. I DID TELL HIM I WOULD ACCEPT THE FLT WITH A DIFFERENT COPLT AND WITH THE MAINT ITEMS LOOKED AT. HE BECAME ANGRY AND STARTED YELLING AT ME AND QUITE UNEXPECTEDLY PUSHED ME ON THE CHEST CAUSING ME TO FALL TO THE FLOOR STRIKING MY BACK AND THE BACK OF MY HEAD ON THE HANDLE OF A RECLINING CHAIR. I GOT UP AS QUICK

AS I WAS ABLE AND LEFT THE AIRPLANE. I SINCE HAVE BEEN TERMINATED, AND THE COMPANY OBTAINED A CONTRACT PLT.

### **Synopsis**

GLF4 PLT EXPRESSES CONCERN OVER COPLT'S ATTITUDE AND COMPETENCE AND THE COMPANY OWNER'S ACTIONS RELATIVE TO SAFETY OF FLT. PLT TERMINATED OVER DISAGREEMENT WITH OWNER.