

## ASRS Database Report Set

# Cabin Attendant Reports

---

Report Set Description.....A sampling of reports from cabin crew members.

Update Number.....15.0

Date of Update .....February 17, 2009

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

Number of New Records in Report Set .....40

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: 816000** (1 of 49)

**Synopsis**

DHC8-400 FLT ATTENDANT IS UNABLE TO OPEN THE REAR ACFT DOORS AFTER AN EMER LNDG, THEY ARE FROZEN SHUT.

**ACN: 814730** (2 of 49)

**Synopsis**

TWO B767 FLIGHT ATTENDANTS DESCRIBE THE FOWL CONDITION OF AN AIRCRAFT LAVATORY. THEY BELIEVE THAT THE UNCLEAN CONDITIONS CREATE A BIOHAZARD FOR THE PASSENGERS AND CREW. AIR CARRIER SERVICING PERSONNEL REFUSE TO ADEQUATELY CLEAN LAVATORY.

**ACN: 812521** (3 of 49)

**Synopsis**

A B757 FLT ATT REPORTS THE COCKPIT SECURITY BARRIER BY DOOR L1 COULD HINDER EVACUATIONS BECAUSE PEOPLE AND OBJECTS ARE IMPEDED BY IT.

**ACN: 811184** (4 of 49)

**Synopsis**

Q400 FLIGHT ATTENDANT HEARS DOUBLE CHIME AT THE END OF A LONG DAY AND OPENS THE CABIN DOOR TO SEE THE PROPELLER STILL TURNING. DOOR IS CLOSED, DOUBLE CHIME WAS FLIGHT DECK CALLING.

**ACN: 810268** (5 of 49)

**Synopsis**

FLIGHT ATTENDANT IS INFORMED OF HYDRAULIC FAILURE THAT RESULTS IN PASSENGERS BEING DEPLANED ONTO THE RAMP AND ESCORTED TO TERMINAL.

**ACN: 808851** (6 of 49)

**Synopsis**

A Q400 FLT ATTENDANT IS EXTREMELY FATIGUED AFTER FIVE LONG DAYS OF FLYING AND DURING A TURB EVENT FAILS TO SECURE A TRASH CONTAINER. THE CONTAINER CAME LOOSE ON LNDG.

**ACN: 807891** (7 of 49)

**Synopsis**

AN INT'L FLT ATTENDANT REPORTS A HANDCUFFED DEPORTEE WAS RELEASED AT THE ACFT'S JETBRIDGE RAMP STAIRS AND BOARDED THE ACFT UNESCORTED AND UNREPORTED.

**ACN: 807762** (8 of 49)

**Synopsis**

CRJ-900 FLT ATTENDANT DETAILS A DIVERSION DUE TO BRAKE OVERHEATING.

**ACN: 805719** (9 of 49)

**Synopsis**

A MD80 FLT ATTENDANT REPORTS A GALLEY OVEN EMITTED SMOKE AFTER TKOF WHEN THE OVEN'S CIRCUIT BREAKER WAS RESET AFTER BEING NOTED AS POPPED. CAPT RETURNED FOR IMMEDIATE LNDG.

**ACN: 805423** (10 of 49)

**Synopsis**

B737 CABIN ATTENDANTS REPORT PREPARATIONS FOR EMERGENCY LANDING WHEN INFORMED BY THE CAPT OF A HYDRAULIC EMERGENCY. ALL ENDS WELL WITH TOW TO THE GATE.

**ACN: 804272** (11 of 49)

**Synopsis**

AN INTL FLT ATTENDANT DISCUSSES THE STRESSES OF LONG FLTS, REST CYCLE SCHEDULING PREFERENCES (2 VS 3), AND CREWS COMMUTING TO WORK ARRIVING ALREADY FATIGUED AND TIRED.

**ACN: 803856** (12 of 49)

**Synopsis**

FLT ATTENDANTS REPORTED PASSENGERS AND CREW STILL ON BOARD WHEN MECHANICS DID AN ENGINE START FOR TROUBLESHOOTING PURPOSES.

**ACN: 803428** (13 of 49)

**Synopsis**

B767 FLIGHT ATTENDANT LEARNS AFTER THE FACT THAT A COCKPIT WINDOW SHATTERED DURING DESCENT AND MAY HAVE CAUSED PRESSURIZATION ISSUES.

**ACN: 803394** (14 of 49)

**Synopsis**

B737 FA'S REPORT USING ONE AND A HALF PORTABLE OXYGEN BOTTLES ON A SICK PAX MUCH TO THE CAPT'S CHAGRIN. CAPT BELIEVES SECOND BOTTLE IS FOR FA USE DURING CABIN DECOMPRESSION.

**ACN: 802035** (15 of 49)

### **Synopsis**

A B757'S FLT CREW AND FLT ATTENDANT DETECTED SMOKE IN THE CABIN. AN EMER WAS DECLARED, SMOKE AND FIRE CHECKLIST COMPLETED AND FLT RETURNED TO LAND. ALLEGEDLY, ABOUT SEVENTY-FIVE PERCENT OF THE CABIN'S RIGHT SIDE MASKS DID NOT DEPLOY.

**ACN: 801189** *(16 of 49)*

### **Synopsis**

AN MD80 FLT ATTENDANT RPTED AN ENG EXPLOSION ON TKOF THAT RESULTED IN EAR DAMAGE TO 2 OTHER FLT ATTENDANTS.

**ACN: 798292** *(17 of 49)*

### **Synopsis**

CABIN ATTENDANT RPTS PAX AGENT FAILED TO ADVISE CABIN CREW OF PRESENCES OF 2 FAM'S.

**ACN: 798254** *(18 of 49)*

### **Synopsis**

CRJ900 CABIN CREW IS INFORMED OF DIVERT FOR EMERGENCY LANDING DUE TO TIRE SHREDDING ON TKOF REPORTED BY ATC.

**ACN: 798090** *(19 of 49)*

### **Synopsis**

B767-300 CABIN ATTENDANT REPORTS OF ELECTRICAL BURNING SMELL IN FORWARD GALLEY. FLIGHT RETURNED TO DEPARTURE AIRPORT.

**ACN: 798069** *(20 of 49)*

### **Synopsis**

INEXPERIENCED CABIN ATTENDANT FAILS TO DISARM DOOR 2L ON HER B757-200 BEFORE GATE AGENT OPENED IT FROM OUTSIDE.

**ACN: 798052** *(21 of 49)*

### **Synopsis**

FLT ATT REPORTED ELECTRICAL SMELL IN GALLEY. FLT CREW MADE PA ADVISING PASSENGERS OF ELECTRICAL FIRE AND A SUCCESSFUL LANDING FOLLOWED.

**ACN: 797935** *(22 of 49)*

### **Synopsis**

PAX AGENT ALLOWS PASSENGERS TO ACCESS DELAYED CRJ FOR PERSONAL BELONGINGS WITH NO CABIN ATTENDANTS ON BOARD.

**ACN: 797701** (23 of 49)

**Synopsis**

CABIN ATTENDANT REPORTS HANDLER UNABLE TO CONTROL NARCOTICS SNIFFING DOG ENROUTE IN PAX CABIN.

**ACN: 797252** (24 of 49)

**Synopsis**

A B757 FLT ATT REPORTS AN OVEN FIRE WHILE HEATING FIRST CLASS COOKIES. FIRE EXTINGUISHERS AND PBE'S WERE USED.

**ACN: 797247** (25 of 49)

**Synopsis**

CABIN ATTENDANT REPORTS SUCCESSFUL RESOLUTION OF HYDRAULIC SYSTEM PROBLEM ON B757. RELATES GOOD FLT DECK/CABIN CRM TO ACCOMPLISH SAFE LNDG WITHOUT ALARMING PAX.

**ACN: 797047** (26 of 49)

**Synopsis**

A320 CABIN CREW REPORTS ENCOUNTERING SEVERE TURBULENCE CAUSING INJURY TO ONE.

**ACN: 797036** (27 of 49)

**Synopsis**

FLT ATTENDANT REQUESTS CLARIFICATION OF RULES REQUIRING MINIMUM STAFFING WHEN ANY PAX ARE ON BOARD AT THE GATE.

**ACN: 796991** (28 of 49)

**Synopsis**

B757 REPORTS CAPT'S NONCOMPLIANCE WITH FARs AND COMPANY PROCEDURES DURING DIVERSION WHEN CAPT IS INFORMED THAT REPORTER MAY GO ILLEGAL.

**ACN: 796964** (29 of 49)

**Synopsis**

B737 IS INFORMED BY THE PURSER OF ELECTRICAL FUMES IN THE FORWARD GALLEY AND A TRIPPED CIRCUIT BREAKER IS NOTED.



**ACN: 796946** (30 of 49)

**Synopsis**

A320 REPORTS PAX PANIC ATTACK FROM SITTING NEXT TO OBESE SEAT MATE. PAX IS ALLOWED TO LAND USING JUMP SEAT.

**ACN: 795178** (31 of 49)

**Synopsis**

CABIN ATTENDANTS ABOARD A B737-800 ON ITS FIRST COMMERCIAL FLT FAIL TO NOTE THAT WHILE THE HOSES AND MASKS ON THE WALKAROUND O2 BOTTLES WERE STRAPPED TO THE TANK, THEY WERE NOT INSERTED INTO THE BOTTLE OUTLETS AS REQUIRED.

**ACN: 793698** (32 of 49)

**Synopsis**

A B767-200 FLT ATTENDANT DESCRIBES THE CABIN CREW'S ACTIONS FOLLOWING AN ENG FAILURE IN FLT. NO EVACUATION WAS NEEDED.

**ACN: 792514** (33 of 49)

**Synopsis**

MD80 FA REPORTS ENGINE FAILURE CLIMBING OUT OF 10000 FEET.

**ACN: 792031** (34 of 49)

**Synopsis**

CABIN ATTENDANT REPORTS INFANT USING A CHILD PROTECTIVE SEAT FOR WHICH HE WAS NOT QUALIFIED BY AGE, WEIGHT OR PHYSICAL CAPABILITY.

**ACN: 791821** (35 of 49)

**Synopsis**

A FLT ATTENDANT BLEW A SLIDE AT THE GATE.

**ACN: 790930** (36 of 49)

**Synopsis**

AN ACR FLT ATTENDANT REPORTS THAT A PAX SERVICE AGENT AGGRESSIVELY CLOSED THE ACFT DOOR LEAVING NO EXIT FOR CREW OR PAX IN AN EMER.

**ACN: 790646** (37 of 49)

**Synopsis**

PURSER REPORTS TOO MANY INFANTS SEATED IN ONE ROW AND INSUFFICIENT OXYGEN MASKS.

**ACN: 790540** *(38 of 49)*

**Synopsis**

CABIN ATTENDANT REPORTS COVER MISSING FROM EMERGENCY EXIT LIGHT.

**ACN: 789019** *(39 of 49)*

**Synopsis**

B757 FA NOTICES THAT DOORS 1L AND R HAVE NOT BEEN ARMED AS THE ACFT TAKES THE RWY FOR DEPARTURE AND ARMS THEM.

**ACN: 763303** *(40 of 49)*

**Synopsis**

A FLT ATTENDANT REPORTS THE ACR FORCED THE FLT ATTENDANT CREW TO DEPART ONE FLT ATTENDANT SHORT OF THE REQUIRED NUMBER ON A LONG DUTY TIME FLT.

**ACN: 763302** *(41 of 49)*

**Synopsis**

FLT ATTENDANTS QUESTION AN ACR'S INFLT REST POLICY REQUIRING 3 SHORT BREAKS VS 2 LONGER BREAKS ON LONG FLTS. THE CREW FEELS MORE RESTED AND SAFE WITH 2 BREAKS.

**ACN: 763300** *(42 of 49)*

**Synopsis**

A FLT ATTENDANT REPORTS A SCHEDULE CHANGE AFTER ARRIVAL AT THEIR RON DESTINATION REQUIRED AN IMMEDIATE DEPARTURE AND A TOTAL DUTY DAY OF 13+22 HOURS WITH NO BREAK.

**ACN: 757670** *(43 of 49)*

**Synopsis**

AN MD80 ACFT FLYING SEVERAL DAYS WITH ONLY ONE PACK OPERATING EXPERIENCED RAPID DECOMPRESSION, AND THE OXYGEN MASKS FAILED TO DEPLOY.

**ACN: 757178** *(44 of 49)*

**Synopsis**

A B777 FLT ATTENDANT REPORTS ELECTRICAL SMOKE AND FUMES FROM A CABIN VIDEO/POWER PORT. AN EMER WAS DECLARED WITH A DIVERSION TO A NEARBY ARPT FOR MAINT.

**ACN: 750706** *(45 of 49)*

**Synopsis**

AN ACR FA NOT IN UNIFORM BUT BADGED FOR THIS ARPT ENTERED THE RAMP TO CHECK ON PERSONAL BAGS LOADED ON THE ACFT. A SECURITY VIOLATION WAS FILED.

**ACN: 750699** *(46 of 49)*

**Synopsis**

AN AIRBUS A320 HAD AN AFT GALLEY WATER LEAK. ABOUT 1 INCH OF WATER POOLED IN THE AFT GALLEY, FLOWED INTO THE CABIN, AND LEAKED INTO THE AFT CARGO PIT.

**ACN: 741212** *(47 of 49)*

**Synopsis**

CATERING OPENED CABIN DOOR OF B737-700 PRIOR TO DOOR BEING FULLY DISARMED. FA WAS ABLE TO DETACH GIRT BAR BEFORE ESCAPE SLIDE DEPLOYED.

**ACN: 741133** *(48 of 49)*

**Synopsis**

FLT ATTENDANT ABOARD B737-800 RESORTED TO USING ACFT PWR TO RECHARGE PAX OXYGEN APPARATUS, THEREBY PREVENTING DIVERSION FOR LACK OF PAX OXYGEN BOTTLES.

**ACN: 736552** *(49 of 49)*

**Synopsis**

B767 SLIDE INADVERTENTLY DEPLOYS WHILE ATTEMPTING TO DISARM 1R DOOR AT GATE ARRIVAL.

# **Report Narratives**

**ACN: 816000**

## **Time / Day**

Date : 200812  
Local Time Of Day : 0601 To 1200

## **Place**

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

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : Q400 NextGen  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Component : 1**

Aircraft Component : Door

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 816000

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Resolatory Action.Aircraft : Equipment Problem Dissipated

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

UPON LNDG FOR NON FLAPS EMER ARR. WHEN TAXIED INTO PARKING SPOT AND PARKED, COULD NOT OPEN THE REAR DOOR FOR DEPLANING. I COULD NOT HAVE OPENED THE REAR DOOR IF THERE HAD BEEN AN ACTUAL EMER SITUATION. CAPT HAD TO USE FORCE TO GET DOOR OPEN. DOOR FROZEN CLOSED. DEADHEADING FLT CREW MEMBER COULD NOT OPEN EITHER. BOTH REAR DOORS WERE FROZEN SHUT. ONCE EVERYONE DEPLANED, CAPT CAME BACK AND FINALLY GOT THEM OPENED. GET HEATED DOOR SEALS. DE-ICE DOORS BEFORE DEP.

## **Synopsis**

DHC8-400 FLT ATTENDANT IS UNABLE TO OPEN THE REAR ACFT DOORS AFTER AN EMER LNDG, THEY ARE FROZEN SHUT.

**ACN: 814730**

## **Time / Day**

Date : 200812

## **Place**

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

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B767-300 and 300 ER  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked  
Flight Phase.Ground : Preflight

## **Component : 1**

Aircraft Component : Toilet Furnishing

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 814730

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 814451

## **Events**

Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : Published Procedure  
Anomaly.Other Anomaly : Hazardous Material Violation  
Resolatory Action.Other

## **Assessments**

Problem Areas : Company

## **Situations**

## **Narrative**

OUR ACFT WAS DISPATCHED WITH AN OPEN CABIN SVC ITEM: 'AFT CABIN CARPET SOAKED WITH URINE AND BAD ODOR IN AFT CABIN.' I RECEIVED MY INFLT BRIEFING SHEET AROUND XA15 WHEN DEPARTING ZZZ. DURING THE FLT TO ZZZ1 I NOTICED THE WRITE-UP FOR OUR ZZZ1-ZZZ2 ACFT. ONCE IN ZZZ1, WE BOARDED ACFT WHEN IT WAS BROUGHT OVER FROM THE HANGAR. IT HAD ARRIVED THE NIGHT BEFORE AND SPENT THE NIGHT IN ZZZ1. HOWEVER, THE

OPEN SVC ITEM ABOVE HAD NOT BEEN ADDRESSED. I BRIEFED MY CREW FOR THE FLT AND TOLD THEM OF THE OPEN ITEM. THE FLT ATTENDANTS ASSIGNED TO JUMPSEATS 2L/R TOLD ME IMMEDIATELY AFTER TAKING THEIR BAGS BACK TO THE AREA THAT THE ODOR WAS INTENSE AND FOUL. THEY DID NOT FEEL COMFORTABLE SITTING THERE NOR EVEN HAVING PAX ON BOARD IN THE AREA. I CALLED OUR ZONE CTL. I TOLD HER OF THE SITUATION AS WELL AS THAT OUR ACFT WAS STILL DIRTY AND AWAITING CLEANERS. SHE SUGGESTED THAT I ASK THE CLEANERS TO SPRAY 'AIR FRESHENER' IN THE AFFECTED AREA. I TOLD HER THAT WOULD ONLY MASK THE UNDERLYING PROB. I CALLED OUR CUSTOMER SVC REPRESENTATIVE AND TOLD HER OF THE SITUATION AS WELL. I ASKED THAT NO PAX BE ASSIGNED TO SEATS IN THE AFFECTED AREA AS WE WERE ONLY PROJECTED AT 50% CAPACITY. AFTER 15 MINS OF NO CLEANERS, I CALLED ZONE AGAIN AND ASKED FOR A SUPVR TO BE SENT TO THE ACFT. 10 MINS LATER STILL NO SUPVR AND I CALLED INFLT AND ASKED FOR AN INFLT SUPVR TO BE SENT TO THE ACFT. CAPT ARRIVED AND I BRIEFED HIM ON THE SITUATION. HE WALKED BACK TO THE AFFECTED AREA AND CONCURRED WITH ME THAT IT WAS A STRONG STENCH OF URINE. HE THEN SPENT 15 MINS OR SO ON THE TELEPHONE TRYING TO RESOLVE THE SITUATION. ONCE CLEANERS ARRIVED TO THE ACFT, THEY TIDIED THE CABIN, YET NO WET-VAC NOR ANY SERIOUS CLEANING EQUIP WAS BROUGHT ON TO ADDRESS THIS ISSUE. 1 MAN SIMPLY SQUIRTED A LITTLE BIT OF DISINFECTANT/FRESHENER IN THE AIR OVER THE AFFECTED AREA. CUSTOMER SVC BEGAN BOARDING PAX AND SHORTLY THEREAFTER INFLT SUPVR ARRIVED. I TOLD HIM OF THE SITUATION AND HE PROCEEDED TO THE AFT CABIN. A FEW MINS LATER, HE RETURNED AND TOLD ME THAT 'HE HAS A VERY GOOD NOSE AND HE DOESN'T SMELL ANYTHING.' I WAS AGHAST! 6 FLT ATTENDANTS AND THE CAPT COULD SMELL IT, YET OUR SUPVR WITH A 'GOOD NOSE' COULD NOT. SOMETHING WAS NOT RIGHT HERE. CAPT AGREED THAT IT WAS NOT A GOOD SITUATION, HOWEVER, HE SAID THAT OUR AIRLINE WANTED THIS FLT OUT AND HE AGREED TO TAKE THE ACFT. I PLED MY CASE. OUR AIRLINE, HOWEVER, WAS TOLD THERE WAS NO ISSUE. WE DEPARTED ON TIME WITH ROWS XX-XY EMPTY. UNFORTUNATELY, A FAMILY OF 6 WAS SEATED IN ROWS YY-YX. I SPENT A FAIR BIT OF TIME IN THE AFT SECTION DURING THE FLT AND WALKED AWAY WITH A HEADACHE AND NAUSEA. SIMILAR REACTIONS WERE FELT BY THE FLT ATTENDANTS ASSIGNED TO JUMPSEATS 2L AND 2R. THIS RPT MAY NOT BE REQUIRED BY THE FAA, HOWEVER, I FELT GUILTY FOR ALLOWING OUR AIRLINE TO DISPATCH AN ACFT IN SUCH A STATE. IT DIDN'T SEEM SAFE TO PAX OR CREW. I FELT LIKE I WAS FLYING INSIDE OF AN 'OUTHOUSE.' IT WAS REPULSIVE AND SAD. I PRAY THAT THIS ISSUE WAS ADDRESSED IN ZZZ3, THOUGH I FEAR IT WAS FURTHER IGNORED. NOT ONLY IS DISEASE BORNE THROUGH URINE, BUT THE SMELL ALONE SEEMS UNHEALTHY.

## **Synopsis**

TWO B767 FLIGHT ATTENDANTS DESCRIBE THE FOWL CONDITION OF AN AIRCRAFT LAVATORY. THEY BELIEVE THAT THE UNCLEAN CONDITIONS CREATE A BIOHAZARD FOR THE PASSENGERS AND CREW. AIR CARRIER SERVICING PERSONNEL REFUSE TO ADEQUATELY CLEAN LAVATORY.

**ACN: 812521**

## **Time / Day**

Date : 200811

## **Place**

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

## **Aircraft : 1**

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

## **Component : 1**

Aircraft Component : Cockpit Door

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 812521

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Aircraft  
Problem Areas : Company

## **Situations**

## **Narrative**

I'D LIKE TO BRING TO YOUR ATTN A SAFETY CONCERN THAT I HAVE NOTICED ON THE B757 WHERE THE SAFETY BARRIER-GATE IS INSTALLED. MY ACR USES DOOR L1 FOR BOARDING AND DEPLANING AT MOST GATES. I HAVE NOTICED THAT WHILE BOARDING, PEOPLE GET STUCK ON THE GATE WHICH IS NOT POSSIBLE TO LOCK IN PLACE FIRMLY. (IT HAS A LATCH AT THE TOP BUT THE BOTTOM CAN BE EASILY PULLED OUT IF CAUGHT ON SOMETHING AND THEN THE WHOLE GATE CAN COME UNDONE). ROLL ABOARD, FEET, COATS, ARMS, ETC, ALL SEEM TO CATCH ON THE GATE ON EVERY FLT. I CAN ONLY SPEAK FOR WHAT I SEE ON THE B757 ACFT WHICH IS THE ACFT WE MOSTLY USE OUT OF THESE ARPTS. I SINCERELY BELIEVE THAT IN AN EVAC THE GATE WOULD BECOME A SERIOUS OBSTACLE AND FOR THIS REASON I AM RPTING IT.

## **Synopsis**

A B757 FLT ATT REPORTS THE COCKPIT SECURITY BARRIER BY DOOR L1 COULD HINDER EVACUATIONS BECAUSE PEOPLE AND OBJECTS ARE IMPEDED BY IT.



**ACN: 811184**

## **Time / Day**

Date : 200811  
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 : Q400 NextGen  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 811184

## **Events**

Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Resolatory Action.Other

## **Assessments**

Problem Areas : Cabin Crew Human Performance

## **Narrative**

WE WERE ABOUT 2 HRS LATE INTO ZZZ. WE PARKED AT THE GATE, THE SEATBELT SIGN WAS TURNED OFF. I HEARD THE DOUBLE CHIME. I OPENED THE MAIN CABIN DOOR. I REALIZED THAT THE PROPS WERE STILL GOING AND IT WAS VERY LOUD, SO I RIGHT AWAY DIDN'T LET ANY PAX OFF THE PLANE THINKING THAT MAYBE THEY ACCIDENTALLY DID THE DOUBLE CHIME SINCE WE WERE RUNNING LATE, AND THEN LOOKED AT THE CTL PANEL AND REALIZED THAT THE DOUBLE CHIME WAS THE FLT DECK CALLING ME AND NOT TO OPEN THE MAIN CABIN DOOR. I ANSWERED AND APOLOGIZED. THEY WANTED TO LET ME KNOW THAT A PAX ON OUR FLT MISSED HER CONNECTION AND HAD TO SEE A GATE AGENT INSIDE. AFTER 3 LEGS AND HEARING THE DOUBLE CHIME TO OPEN THE MAIN CABIN DOOR, IT WAS HABITUAL FOR ME TO OPEN THE MAIN CABIN DOOR AFTER THE SEATBELT SIGN IS TURNED OFF AND THEN THE DOUBLE CHIME IS HEARD. BY THE 4TH LEG, AND ALREADY BEHIND, I DIDN'T STOP TO CHK IF MAYBE THEY WERE CALLING US FROM THE FLT DECK. I WILL ALWAYS DOUBLECHK TO SEE IF THE FLT DECK IS CALLING US IN THE CABIN.

## **Synopsis**

Q400 FLIGHT ATTENDANT HEARS DOUBLE CHIME AT THE END OF A LONG DAY AND OPENS THE CABIN DOOR TO SEE THE PROPELLER STILL TURNING. DOOR IS CLOSED, DOUBLE CHIME WAS FLIGHT DECK CALLING.

**ACN: 810268**

## Time / Day

Date : 200811  
Local Time Of Day : 0601 To 1200

## Place

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

## Aircraft : 1

Controlling Facilities.Tower : ZZZ.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Taxi

## Component : 1

Aircraft Component : Hydraulic System

## Person : 1

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 810268

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Independent Detector.Other.Flight CrewA : 2  
Resolatory Action.Other

## Assessments

Problem Areas : Aircraft

## Narrative

AT APPROX XA15 DURING TAXI, FLT DECK NOTIFIED FLT ATTENDANT OF COMPLETE HYDS FAILURE. PAX INSTRUCTED BY FLT ATTENDANT TO REMAIN SEATED WITH SEATBELTS SECURELY FASTENED UNTIL FURTHER NOTICE FROM FLT DECK. ACFT WAS MET ON RWY BY ARPT CFR, RAMP AND COMPANY PERSONNEL. PAX WERE DEPLANED ON RAMP AND ESCORTED TO TERMINAL BY RAMP PERSONNEL.

## Synopsis

FLIGHT ATTENDANT IS INFORMED OF HYDRAULIC FAILURE THAT RESULTS IN PASSENGERS BEING DEPLANED ONTO THE RAMP AND ESCORTED TO TERMINAL.

**ACN: 808851**

## **Time / Day**

Date : 200810

Local Time Of Day : 1201 To 1800

## **Place**

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## **Environment**

Weather Elements : Turbulence

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier

Make Model Name : Q400 (Formerly Dash 8-400)

Operating Under FAR Part : Part 121

Flight Phase.Descent : Approach

## **Component : 1**

Aircraft Component : Galley Furnishing

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

ASRS Report : 808851

## **Events**

Anomaly.Inflight Encounter : Turbulence

Anomaly.Non Adherence : Company Policies

Anomaly.Non Adherence : FAR

Anomaly.Non Adherence : Published Procedure

Resolatory Action.None Taken : Unable

## **Assessments**

Problem Areas : Aircraft

Problem Areas : Cabin Crew Human Performance

Problem Areas : Company

Problem Areas : Environmental Factor

Problem Areas : Weather

## **Narrative**

TURB AND FATIGUE. WHEN BEGINNING LAST FINAL TRASH PICK-UP AFTER LNDG PREPARATION PA (10000 FT CHIME WAS GIVEN, BUT NOT YET FINAL), I BEGAN IN THE BACK OF THE ACFT, WORKING MY WAY FORWARD TO FRONT OF CABIN. AT ABOUT ROW 16, MODERATE TO SEVERE TURB BEGAN AND WORSENER AS I MOVED FORWARD. THERE WAS AN FAA INSPECTOR IN ROW 9 (I BELIEVE). I STOPPED AT HIS SEAT TO WAIT IT OUT A LITTLE, I THINK. I DID NOT KNOW

EXACTLY WHERE I WAS -- SOMEWHERE MID CABIN -- AND TOLD PAX I WOULD BE BACK IF I COULD. (CAPT HAD WARNED US OF UPCOMING TURB AND SO WE HAD MOST OF CABIN CLEANED UP ALREADY). I COULD NOT MAKE IT BACK, AND BARELY MADE IT TO MY JUMP. I DID BRACE MYSELF AGAINST WALL AND DISPOSED OF TRASH BAG I HAD IN HAND. I DID NOT GET THE BUTTERFLY LATCHES ALL THE WAY DOWN. I WAS CONCERNED ABOUT GETTING INTO MY JUMPSEAT. I GOT BUCKLED UP AND MADE A PA TO STOW ANY TRASH I DID NOT GET, SO IT WOULD NOT FLY AROUND, AND THAT I WOULD CLEAN UP AFTER DEPLANING. ON TAXI, THE TRASH CAN CAME FORWARD AND STRUCK OPPOSITE WALL, BUT STAYED THERE. NOT TOO HARD, BUT I HEARD IT. I WAS ABLE TO TURN AROUND STILL IN JUMPSEAT AND STILL BUCKLED UP, AND RE-STOW AND SECURE THE CART! I WAS EXTREMELY TIRED, I HAD AN AVAILABLE DAY AFTER FLYING 4 DAYS AND WAS ASSIGNED A LONG DAY TRIP ON 5TH AVAILABLE DAY. THE LAST DAY OF THE 4 DAY TRIP (YESTERDAY) WAS 6 LEGS WITH NO BREAKS -- OVER 12 HRS. THIS TRIP WAS 5 LEGS AND IT WAS TOWARD THE END. HAVE BEEN FIGHTING A COLD FOR WKS AS WELL. NOT ON TOP OF MY GAME. (THE TIMES IN THIS RPT ARE APPROX). LET CREW SCHEDULING KNOW YOU ARE FATIGUED, DON'T FLY TIRED AND NOT WELL, AND TAKE TIME TO DOUBLECHK BUTTERFLIES EVERY TIME!

### **Synopsis**

A Q400 FLT ATTENDANT IS EXTREMELY FATIGUED AFTER FIVE LONG DAYS OF FLYING AND DURING A TURB EVENT FAILS TO SECURE A TRASH CONTAINER. THE CONTAINER CAME LOOSE ON LNDG.

**ACN: 807891**

## **Time / Day**

Date : 200808  
Local Time Of Day : 1201 To 1800

## **Place**

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

## **Environment**

### **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 : Extra  
Experience.Flight Attendant Time.Airline Total : 37  
Experience.Flight Attendant Time.Total : 37  
Experience.Flight Attendant Time.Type : 70  
ASRS Report : 807891

### **Person : 2**

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

## **Events**

Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Independent Detector.Other.Flight CrewA : 2  
Resolatory Action.None Taken : Detected After The Fact

## **Assessments**

Problem Areas : Company

## **Narrative**

I WAS NOT INVOLVED IN ANY PART OF THIS EVENT AS I WAS ON MY BREAK IN THE CREW BUNK ROOM. HOWEVER ON THE CREW BUS TO THE HOTEL OUR CONVERSATION ABOUT THIS INCIDENT INCLUDED THE (FO OR RELIEF PLT) VOLUNTEERING THAT HE HAD WITNESSED THE DEPORTEE IN HANDCUFFS AT THE BOTTOM OF THE JETBRIDGE STAIRS (IN LAX). A VAN AND ESCORT HAD APPARENTLY DELIVERED THIS DEPORTEE TO OUR JETBRIDGE AND THEN HE WAS SIMPLY RELEASED TO GET ON OUR FLT. THERE WAS A BREAKDOWN IN COM THAT

WE HAD A PERSON WHO MOMENTS BEFORE BOARDING NEEDED TO BE HANDCUFFED. MY CONCERN IS THAT WE (THE CREW) WERE UNINFORMED ABOUT THE POSSIBLE POTENTIAL FOR DANGEROUS OR INAPPROPRIATE BEHAVIOR ON THIS PERSON'S PART ESPECIALLY WHEN STIMULATED WITH ALCOHOL. WE NEED TO TIGHTEN UP THIS XFER OF DEPORTEES TO OUR ACFT AND IDENT IF THEY'VE JUST BEEN IMPRISONED OR NEED AN ESCORT.

### **Synopsis**

AN INT'L FLT ATTENDANT REPORTS A HANDCUFFED DEPORTEE WAS RELEASED AT THE ACFT'S JETBRIDGE RAMP STAIRS AND BOARDED THE ACFT UNESCORTED AND UNREPORTED.

**ACN: 807762**

## **Time / Day**

Date : 200810  
Local Time Of Day : 0001 To 0600

## **Place**

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

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : CRJ 900 (all) Canadair Regional Jet 900  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## **Component : 1**

Aircraft Component : Brake System

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 807762

## **Person : 2**

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

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Independent Detector.Other.Flight CrewA : 2  
Resolatory Action.Flight Crew : Diverted To Another Airport  
Consequence.Other

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

FLT CREW CALLED ME TO LET ME KNOW THAT THERE WAS A PROB WITH THE BRAKES (ACFT LEFT). SAID THAT WE WERE CLOSE TO ZZZ, AND TO CLEAN UP AND SECURE, THEN THEY WOULD GET BACK WITH US. I WALKED BACK TO FLT ATTENDANT #2 SINCE SHE WAS ALMOST COMPLETED WITH HER SVC, AND ASKED HER TO DISCONTINUE SVC. AFTER SHE CAME UP TO THE GALLEY, I BRIEFED HER. THEY GOT BACK WITH US TO TELL US THAT THEY RECEIVED AN INDICATION THAT THE BRAKES WERE OVERHEATING. WE WOULD BE DIVERTING TO ZZZ. I ASKED THE SEVERITY OF THE EMER, AND THEY GOT BACK TO ME AND STATED TO



EXPECT A NORMAL LNDG. FLT ATTENDANT #2 DISCONTINUED HER SVC, AND WE SECURED THE CABIN, PER OUR MANUAL, AND PREPARED TO LAND IN ZZZ. EMER VEHICLES WERE LINED UP ON THE RWY, AWAITING OUR ARR. WHEN WE ARRIVED, THEY CHKED THE 'AC' AND WE PROCEEDED TO A HOLDING PAD, UNTIL WE KNEW IT WAS DEEMED SAFE TO TAXI TO THE GATE. LNDG WAS NORMAL.

### **Synopsis**

CRJ-900 FLT ATTENDANT DETAILS A DIVERSION DUE TO BRAKE OVERHEATING.

**ACN: 805719**

## **Time / Day**

Date : 200808  
Local Time Of Day : 0601 To 1200

## **Place**

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

## **Environment**

Weather Elements.Other  
Light : Daylight

## **Aircraft : 1**

Controlling Facilities.Tower : ZZZ.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : MD-80 Super 80  
Operating Under FAR Part : Part 121  
Flight Phase.Climbout : Initial

## **Component : 1**

Aircraft Component : Galley Furnishing

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Experience.Flight Attendant Time.Airline Total : 22  
Experience.Flight Attendant Time.Total : 22  
Experience.Flight Attendant Time.Type : 80  
ASRS Report : 805719

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Resolatory Action.Flight Crew : Diverted To Another Airport  
Resolatory Action.Other  
Consequence.Other

## **Assessments**

Problem Areas : Aircraft  
Problem Areas : Cabin Crew Human Performance

## **Narrative**

BEFORE TKOF THE #1 FLT ATTENDANT NOTICED HER OVEN WASN'T WORKING. I THEN NOTICED A CIRCUIT BREAKER WAS POPPED OUT. I SAID SHE COULD CALL THE COCKPIT AND SEE IF THEY WOULD LET HER RESET IT. I THEN WENT TO MY JUMPSEAT FOR TKOF. AFTER TKOF I SMELLED SOMETHING (LIKE OVEN CLEANER BURNING). I CALLED THE #1 AND ASKED IF THE COCKPIT LET HER RESET THE

CIRCUIT BREAKER. SHE SAID YES AND I SAID WELL I SMELL SOMETHING. CHK YOUR OVEN. SHE LOOKED UP AND NOTICED SMOKE BILLOWING OUT OF OVEN. THE COCKPIT HEARD US ON THE INTERPHONE. SHE SAID CAPT DID YOU HEAR ME? HE SAID, 'YES, WE'RE TURNING AROUND.' I CAME UP WITH HALON BUT DID NOT NEED TO USE IT. WE LANDED SAFELY WITHOUT INCIDENT. OVEN WAS REPLACED AND TESTED.

### **Synopsis**

A MD80 FLT ATTENDANT REPORTS A GALLEY OVEN EMITTED SMOKE AFTER TKOF WHEN THE OVEN'S CIRCUIT BREAKER WAS RESET AFTER BEING NOTED AS POPPED. CAPT RETURNED FOR IMMEDIATE LNDG.

**ACN: 805423**

## **Time / Day**

Date : 200809

Local Time Of Day : 0601 To 1200

## **Place**

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## **Environment**

Light : Daylight

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier

Make Model Name : B737-500

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

## **Component : 1**

Aircraft Component : Hydraulic Main System

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

ASRS Report : 805423

## **Person : 2**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

ASRS Report : 805422

## **Person : 3**

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## **Events**

Anomaly.Aircraft Equipment Problem : Critical

Independent Detector.Other.Flight CrewA : 3

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Landed In Emergency Condition

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

LNDG AT XB00 AM. AT XA30 AM THE CAPT CALLED THE PURSER, I WAS BY 2L AND PICKED UP THE INTERPHONE. I HEARD THE CAPT SAY WE HAVE LOST MAIN HYDS THIS IS A CABIN ADVISORY. I TOLD MY FLYING PARTNER AND WENT TO FIRST CLASS TO ASK FOR THE MANIFEST. I WANTED TO KNOW IF WE HAD ANY CREW MEMBERS ONBOARD. SHE SHOWED ME THE MANIFEST AND POINTED OUT MIL JUMPSEATER SEATED IN CABIN AND SAYS AS I WAS GOING TO THEM THE CAPT MADE A PA THAT WE HAD LOST MAIN HYDS AND HAD 2 BACKUPS AND EXPECTED A NORMAL LNDG. I WENT TO JUMPSEATER SEATED IN CABIN AND ASKED HER IF SHE WAS A PLT WITH ACR. SHE WAS SITTING IN AN EXIT ROW. THEN I ASKED THE FLT ATTENDANT IF HE WOULD MOVE TO THE LAST ROW. I JUST WANTED ALL THE HELPERS I CAN GET. THE PAX IN THE LAST ROW SAID YES HE WOULD MOVE AND TOLD ME HE WAS A FIRE FIGHTER SO I DID NOT MOVE HIM, I INSTEAD MOVED THE FLT ATTENDANT WITH ANOTHER PAX INTO THE EXIT ROW. WE HAD A SAFE LNDG BUT WAS IN EVAC MODE. EVEN ON THE GND WE WERE LEAKING FLUID AND HAD TO BE TOWED TO GATE BECAUSE THE ENGS HAD TO BE OFF DUE TO FIRE EVEN ON A SUNNY DAY AT XB00 AM. BE READY.

### **Synopsis**

B737 CABIN ATTENDANTS REPORT PREPARATIONS FOR EMERGENCY LANDING WHEN INFORMED BY THE CAPT OF A HYDRAULIC EMERGENCY. ALL ENDS WELL WITH TOW TO THE GATE.

**ACN: 804272**

## **Time / Day**

Date : 200806

## **Environment**

Light : Daylight

## **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  
Experience.Flight Attendant Time.Airline Total : 39  
Experience.Flight Attendant Time.Total : 39  
Experience.Flight Attendant Time.Type : 20  
ASRS Report : 804272

## **Events**

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

## **Assessments**

Problem Areas : Cabin Crew Human Performance

## **Narrative**

HOW THE PROB AROSE: PURSER ON THE FLT VIOLATED CREW REST BREAK POLICY (AN ACR POLICY OF HAVING 3 REST BREAKS SPREAD AMONG THE CREW) WHICH CAUSED A THIN COVERAGE ON THE PLANE. INSTEAD OF DIVIDING THE TIME BY 3 (THUS HAVING MORE PEOPLE IN THE CABIN), SHE DIVIDED IT INTO 2 BREAKS. EXAMPLE: 2 BREAKS = 3 HRS. 3 BREAKS = 2 HRS REST. THIS MEANS INSTEAD OF 4,4,3 ON BREAK -- IT MEANS 5, 6. THIS LEAVES A LOT MORE COVERAGE FOR FEWER FLT ATTENDANTS TO MAINTAIN THE CABIN.  
CONTRIBUTING FACTOR: FATIGUE -- THIS IS A HOTLY DEBATED ISSUE AND CAUSES MANY HARD FEELINGS: TOO MANY FLT ATTENDANTS (AND PLTS) ARE COMMUTING FROM COAST-TO-COAST OR CONTINENT-TO-CONTINENT AND WITHOUT MUCH REST ARE COMING TO WORK TOO TIRED TO WORK, AND THE FLT ATTENDANTS DEPEND ON SLEEPING ON THE PLANE (INTL FLTS) CAUSING COVERAGE PROBS. I HAVE SEEN THIS CONTINUOUSLY. CREWS FLYING ENTIRELY TOO FATIGUED DUE TO HUGE COMMUTES WITHOUT REST BEFORE TRIPS. DOMESTIC -- WITH NO BREAKS. INTL -- WITH AS MUCH SLEEP AS THEY CAN FORCE THE PURSER TO GIVE THEM BTWN SVCS.

## **Synopsis**

AN INTL FLT ATTENDANT DISCUSSES THE STRESSES OF LONG FLTS, REST CYCLE SCHEDULING PREFERENCES (2 VS 3), AND CREWS COMMUTING TO WORK ARRIVING ALREADY FATIGUED AND TIRED.

**ACN: 803856**

## **Time / Day**

Date : 200808

## **Place**

Locale Reference.Airport : DEN.Airport  
State Reference : CO  
Altitude.AGL.Single Value : 0

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B767-300 and 300 ER  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Component : 1**

Aircraft Component : Fuel Line, Fittings, & Connectors

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 803856

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 803857

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Resolatory Action.None Taken : Unable  
Consequence.Other

## **Assessments**

Problem Areas : Company  
Problem Areas : Maintenance Human Performance

## **Narrative**

THERE WAS A LEAK IN ENG #1. THEY BOARDED THE PLANE THEN TOOK THE PEOPLE OFF. THE WHOLE FLT CREW WAS ON THE PLANE -- AND THE CATERERS, WHEN THE MECHS STARTED UP THE ENG ENDANGERING OUR SAFETY AND VIOLATING AN FAR. SUPPLEMENTAL INFO FROM ACN 803857: THERE WAS A LEAK OF GASOLINE FROM ENG #1. MECHS HAD TO PERFORM THE ENG CHK (RUN THE ENG) SO EVERYBODY WAS SUPPOSED TO LEAVE THE AIRPLANE. WITHOUT



CHKING IF AIRPLANE WAS EMPTY, THEY STARTED THE ENG. THERE WERE STILL FLT ATTENDANTS ON BOARD AND ALSO 2 PAX WAITING FOR A WHEELCHAIR. CATERERS WERE ALSO ON BOARD. WE LEFT AIRPLANE WITH THESE 2 PAX AS SOON AS WE COULD (ABOUT 1 MIN) BUT CATERERS WERE BOARDING THE GALLEY FOR THE WHOLE TIME OF THE ENG PERFORMANCE CHK.

### **Synopsis**

FLT ATTENDANTS REPORTED PASSENGERS AND CREW STILL ON BOARD WHEN MECHANICS DID AN ENGINE START FOR TROUBLESHOOTING PURPOSES.

**ACN: 803428**

## Time / Day

Date : 200808  
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 : B767-200  
Operating Under FAR Part : Part 121  
Flight Phase.Descent : Vacating Altitude

## Component : 1

Aircraft Component : Cockpit Window

## 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 : 9  
Experience.Flight Attendant Time.Total : 8  
Experience.Flight Attendant Time.Type : 90  
ASRS Report : 803428

## Person : 2

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

## Events

Anomaly.Aircraft Equipment Problem : Critical  
Independent Detector.Other.Flight CrewA : 2

## Assessments

Problem Areas : Aircraft

## Narrative

DURING DSCNT THE PRESSURE FELT OFF. NOT NORMAL. A WHOOSHING SOUND AT 3L DOOR. HVY PRESSURE FELT BUT NOT LIKE ANYTHING DESCRIBED IN

MANUAL. CABIN TEMP BECAME VERY HOT FOR A SHORT PERIOD OF TIME. THEN IT STABILIZED. CALLED COCKPIT TO RPT AND WAS TOLD THEY HAD ISSUES. NEVER WAS TOLD ANYTHING UNTIL FLT SVC MET THE PLANE AND WE SAW EMER VEHICLES EVERYWHERE -- STILL NOT KNOWING IT WAS FOR US. WAS INFORMED UPON DOOR OPENING THAT WINDSHIELD SHATTERED AND WE HAD A DECOMPRESSION -- THAT'S WHAT THEY (FLT SVC) TOLD US. I THINK WE SHOULD HAVE BEEN INFORMED. TO BE NOT INFORMED IS VERY DISTURBING TO ME. IT SEEMS TO BE A MAJOR EVENT WHEN THE WINDOW SHATTERS. I REALIZE THE CAPT WAS BUSY BUT WE STILL SHOULD HAVE BEEN IN ON IT -- IN CASE WE NEEDED TO MAKE OUR OWN PLAN OF ACTION. VERY DISAPPOINTED IN MY AIRLINE -- THEY COULDN'T EVEN CALL ME AND LET ME KNOW THE DETAILS OF THE EVENT. THEY THOUGHT IT WAS A 'MEDICAL.' NO DEBRIEF WAS CONDUCTED, WE ALL JUST LEFT THE ACFT, WENT ON OUR MERRY WAY. I'VE BEEN IN 2 EMER LNDGS BEFORE AND WAS INFORMED OF EVERYTHING GOING ON. WHY NOT THIS ONE? VERY DISTURBING.

### **Synopsis**

B767 FLIGHT ATTENDANT LEARNS AFTER THE FACT THAT A COCKPIT WINDOW SHATTERED DURING DESCENT AND MAY HAVE CAUSED PRESSURIZATION ISSUES.

**ACN: 803394**

## Time / Day

Date : 200808  
Local Time Of Day : 0601 To 1200

## Place

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

## Aircraft : 1

Operator.Common Carrier : Air Carrier  
Make Model Name : B737-900  
Operating Under FAR Part : Part 121  
Flight Phase.Cruise : Level

## Person : 1

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 803394

## Person : 2

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 803395

## Events

Anomaly.Cabin Event : Passenger Illness  
Resolatory Action.None Taken : Detected After The Fact  
Consequence.FAA : Reviewed Incident With Flight Crew

## Assessments

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

## Narrative

'D' FLT ATTENDANT WENT TO EXIT ROW TO CHK ON FEMALE PAX WHO WAS LOSING CONSCIOUSNESS AND FEELING NAUSEOUS. MEDICAL OXYGEN PORTABLE OXYGEN BOTTLE WAS ADMINISTERED TO THE PAX, FLT ATTENDANTS PAGED FOR MEDICAL HELP, AND F/D WAS NOTIFIED. MEDICAL COMPANY WAS CONTACTED, DOCTOR ATTENDED PATIENT, AND PAX WAS MOVED TO A DIFFERENT ROW. AFTER MEDICAL PORTABLE OXYGEN BOTTLE WAS DEPLETED, A SECOND PORTABLE OXYGEN BOTTLE WAS ATTACHED AND FLT ATTENDANTS CONTINUED MONITORING THE PAX. FLT ATTENDANTS GAVE THE FD THE CABIN DISCREPANCY RPT SAYING THAT 2 THERAPEUTIC PORTABLE OXYGEN BOTTLES WERE USED. THE CAPT INFORMED FLT ATTENDANTS THAT HE SHOULD HAVE BEEN NOTIFIED PRIOR TO THE SECOND PORTABLE OXYGEN BOTTLE BEING ADMINISTERED, AND THAT OUR SECOND PORTABLE OXYGEN BOTTLE WAS A DECOMPRESSION, AND NOT A

THERAPEUTIC PORTABLE OXYGEN BOTTLE. DECOMPRESSION OXYGEN (SECOND PORTABLE OXYGEN BOTTLE) WENT BELOW 1500 PSI DURING FLT. A BRIEFING WITH THE FLT ATTENDANTS, AN ONBOARD FAA INSPECTOR, AND THEN WITH THE CAPT AND FO FOLLOWED.

### **Synopsis**

B737 FA'S REPORT USING ONE AND A HALF PORTABLE OXYGEN BOTTLES ON A SICK PAX MUCH TO THE CAPT'S CHAGRIN. CAPT BELIEVES SECOND BOTTLE IS FOR FA USE DURING CABIN DECOMPRESSION.

**ACN: 802035**

## **Time / Day**

Date : 200808

## **Place**

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

## **Environment**

Flight Conditions : VMC  
Light : Daylight

## **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

## **Component : 1**

Aircraft Component : Oxygen System/Pax

## **Component : 2**

Aircraft Component : Engine Oil Seals  
Aircraft Component : Engine Oil Seals

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Experience.Flight Attendant Time.Airline Total : 37  
Experience.Flight Attendant Time.Total : 37  
Experience.Flight Attendant Time.Type : 40  
ASRS Report : 802035

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
ASRS Report : 798830

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Crew : First Officer  
ASRS Report : 798816

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Other Anomaly : Fumes  
Anomaly.Other Anomaly  
Independent Detector.Other.Flight CrewA : 1  
Independent Detector.Other.Flight CrewB : 2  
Resolatory Action.Flight Crew : Declared Emergency  
Resolatory Action.Flight Crew : Landed In Emergency Condition  
Resolatory Action.Flight Crew : Overcame Equipment Problem  
Resolatory Action.Flight Crew : Took Evasive Action

## Assessments

Problem Areas : Aircraft

## Narrative

SMELL AND HAZE NOTICED FIRST BY COACH FLT ATTENDANTS. CALL CAME TO PURSER. SMELL AND HAZE CONFIRMED BY PURSER AND MYSELF. SMELL AND HAZE BECAME WORSE. CAPT TURNED PLANE AROUND TO GO BACK TO ZZZ. WHEN SMELL AND SMOKE CONTINUED TO WORSEN, PURSER REQUESTED IF PAX O2 MASKS COULD BE LOWERED. MOST MASKS ON RIGHT-HAND SIDE DID NOT DROP. FLT ATTENDANTS MANUALLY OPENED COMPARTMENTS. MASKS HARD TO ACTIVATE -- NEEDED A LOT OF FORCE TO PULL OUT PIN. FLT ATTENDANT O2 WALK AROUND BOTTLES WERE SECURED WITH SO MANY TIGHT RUBBER BANDS AS TO MAKE THEM VERY HARD TO ACCESS QUICKLY. FLT ATTENDANTS MOSTLY USED EXTRA MASKS AT SEATS. SMELL WAS VERY STRONG AND NOT RECOGNIZABLE. THERE WAS CONCERN ABOUT THE TOXIC POSSIBILITY OF THE SMOKE AND THE HAZE. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: THE REPORTER ESTIMATED THAT ABOUT 75% OF THE RIGHT SIDE MASKS DID NOT DROP. THE FLT ATTENDANTS USING WALK AROUND BOTTLES WORKED AS RAPIDLY AS POSSIBLE OPENING THE FAULTY MASK DOORS. THE CABIN CREW WAS NOT TOLD WHY THE MASK DOORS DID NOT OPEN. SUPPLEMENTAL INFO FROM ACN 798830: APCHING LEVEL OFF AT FL360, NOTICED AN ACRID SMELL. WITHIN A FEW MINUTES A FAINT LEVEL OF SMOKE BEGAN TO FILL COCKPIT. CABIN CREW ALSO REPORTED SMELL. EMER WAS DECLARED AND A RETURN TO ZZZ WAS INITIATED. EMER PROCS ACCOMPLISHED ALONG WITH A DESCENT TO 9000 FT. OVERWEIGHT LNDG ACCOMPLISHED. CALLBACK CONVERSATION WITH RPTR ACN 798830 REVEALED THE FOLLOWING INFO: THE REPORTER STATED THAT AN OIL SEAL ON THE LEFT ENG FAILED ALLOWING ENG OIL INTO THE COMPRESSOR SECTION AND IN TURN THAT AIR ENTERED INTO THE LEFT PACK CAUSING SMOKE THROUGHOUT THE ENTIRE ACFT. THE CREW COULD NOT DETERMINE WHERE THE SMOKE WAS COMING FROM BUT IN RETROSPECT THE REPORTER BELIEVES THAT WHEN THE ENG WENT TO IDLE DURING THE EMER DESCENT, THE SMOKE DISSIPATED, THEN RETURNED WHEN THE ENG SPOOLED UP AT 9000 FT. THE SECOND INDICATION WAS ON FINAL WITH LOW ENG POWER, THE COCKPIT CREW REALIZED THAT THE SMOKE HAD LESSENED AND SO REMOVED THEIR SMOKE MASKS AND GOGGLES. RPTR ADDED THAT THE FINAL ANALYSIS FOR THIS ENTIRE CREW WAS THAT THEY ALL PERFORMED WELL AND GIVEN THE CIRCUMSTANCES AND WHAT INFORMATION THEY HAD AVAILABLE, NO CREW ACTION WOULD BE DONE DIFFERENTLY. SUPPLEMENTAL INFO FROM ACN 798816: UPON REACHING CRUISE ALT FL360, FLT CREW SMELLED SMOKE IN THE COCKPIT. FLT ATTENDANT #1 CONFIRMED PRESENCE OF SMOKE IN CABIN AS WELL. SMOKE BECAME VISIBLE IN COCKPIT. CAPT DECLARED EMER WITH CTR. FLT CREW DROPPED MASKS AND GOGGLES. WE PROCEEDED DIRECT TO ZZZ AND

STARTED TO DESCEND. FLT ATTENDANTS STATED THAT SMOKE WAS GETTING WORSE IN CABIN. SMOKE STILL VISIBLE AND GETTING WORSE IN COCKPIT AT 9000 FT WITH BOTH RECIRC FANS AND PACKS OFF. CAPT BRIEFED FLT ATTENDANTS AND MADE PA TO PAX REGARDING SITUATION AND LNDG. CALLBACK CONVERSATION WITH RPTR ACN 798816 REVEALED THE FOLLOWING INFO: THE REPORTER STATED THAT THERE WAS A GREAT DEAL OF COMMUNICATION BETWEEN THE FLT STATION AND CABIN, PRIMARILY THE FLT ATTENDANT CALLING TO DETERMINE THE FLT'S STATUS AND TIME TO LAND. THE REPORTER DOES NOT REMEMBER ANY DISCUSSION ABOUT PAX O2 MASKS NOT DROPPING. THE REPORTER DOES BELIEVE THE ENTIRE CREW WORKED WELL TOGETHER.

### **Synopsis**

A B757'S FLT CREW AND FLT ATTENDANT DETECTED SMOKE IN THE CABIN. AN EMER WAS DECLARED, SMOKE AND FIRE CHECKLIST COMPLETED AND FLT RETURNED TO LAND. ALLEGEDLY, ABOUT SEVENTY-FIVE PERCENT OF THE CABIN'S RIGHT SIDE MASKS DID NOT DEPLOY.



**ACN: 801189**

## **Time / Day**

Date : 200807  
Local Time Of Day : 1201 To 1800

## **Place**

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

## **Environment**

Light : Daylight

## **Aircraft : 1**

Controlling Facilities.Tower : ZZZ.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.Climbout : Takeoff

## **Component : 1**

Aircraft Component : Turbine Engine

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
Experience.Flight Attendant Time.Airline Total : 18  
Experience.Flight Attendant Time.Total : 18  
Experience.Flight Attendant Time.Type : 70  
ASRS Report : 801189

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Resolatory Action.None Taken : Anomaly Accepted  
Consequence.Other : Physical Injury

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

L ENG EXPLODED AT TKOF. MADE LOUD NOISE. CREW (FLT ATTENDANTS) TAKEN TO COMPANY MEDICAL FOR CHK-UP ON EARS. 2 FLT ATTENDANTS WERE GND'D DUE TO PRESSURE IN EARS BY COMPANY MEDICAL.

## **Synopsis**

AN MD80 FLT ATTENDANT RPTED AN ENG EXPLOSION ON TKOF THAT RESULTED IN EAR DAMAGE TO 2 OTHER FLT ATTENDANTS.

**ACN: 798292**

## **Time / Day**

Date : 200808  
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 : MD-80 Series (DC-9-80) Undifferentiated or Other Model  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Preflight

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Function.Oversight : Flight Attendant In Charge  
ASRS Report : 798292

## **Person : 2**

Affiliation.Government.Other  
Function.Other Personnel.Other

## **Events**

Anomaly.Non Adherence : Published Procedure  
Resolatory Action.None Taken : Detected After The Fact

## **Assessments**

Problem Areas : Company

## **Narrative**

I WAS THE LEAD FLT ATTENDANT AND THE AGENT NEVER NOTIFIED US THAT THERE WERE 2 FAM'S ON OUR FLT. WHEN WE CHKED IN, SHE SAID THERE WERE NO SPECIALS. THE FINAL PAPERWORK I GOT HAD A LIST OF 16 SPECIALS, MOST OF WHOM WERE UPGRADES OR OTHER CODES, SO I DIDN'T RECOGNIZE THE 2 FAM NAMES THAT HAD NOTHING NEXT TO THEIR NAMES. I DO REALIZE THAT WITH THE NEW PROCS THAT IS THE CORRECT CODE ON THE PAPERWORK. I FOUND OUT DURING THE FLT WHEN ONE OF THE FAM'S APCHED ME AND ASKED IF I KNEW THAT THEY WERE ON BOARD. I THEN NOTIFIED THE REST OF THE CREW.

## **Synopsis**

CABIN ATTENDANT RPTS PAX AGENT FAILED TO ADVISE CABIN CREW OF PRESENCES OF 2 FAM'S.

**ACN: 798254**

## **Time / Day**

Date : 200808  
Local Time Of Day : 0601 To 1200

## **Place**

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

## **Environment**

Flight Conditions : VMC

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : CRJ 900 (all) Canadair Regional Jet 900  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Takeoff Roll  
Flight Phase.Landing : Roll

## **Component : 1**

Aircraft Component : Main Gear Tire

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 798254

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Crew : Captain  
Function.Oversight : PIC  
Qualification.Pilot : ATP  
ASRS Report : 798371

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 798378

## **Person : 4**

Affiliation.Government : FAA  
Function.Controller : Radar  
Qualification.Controller : Radar

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Independent Detector.Other.ControllerA : 3  
Resolatory Action.Controller : Issued Advisory  
Resolatory Action.Flight Crew : Declared Emergency  
Resolatory Action.Flight Crew : Diverted To Another Airport  
Resolatory Action.Flight Crew : Landed In Emergency Condition

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

CAPT INFORMED FORWARD FLT ATTENDANT TO PREPARE FOR A PLANNED EMER LNDG AND HE WOULD MAKE AN ANNOUNCEMENT TO PAX. FORWARD FLT ATTENDANT CALLED AFT FLT ATTENDANT AND SAYS 'FINISH SVC IMMEDIATELY, WE HAVE AN EMER.' ZZZ CTR INFORMED FLT CREW OF A RPT OF TIRE DEBRIS ON RWY BY ACFT TAKING OFF AFTER OUR FLT. FLT CREW DECLARED AN EMER, DEVIATED TO ZZZ1, AND PERFORMED AN EMER LNDG. TIRE SHREDDED ON TKOF. SUPPLEMENTAL INFO FROM ACN 798371: BLEW TIRE ON TKOF GOING OUT OF ZZZ. ACFT DIVERTED TO ZZZ1. RETREAD CAME OFF OF TIRE.

## **Synopsis**

CRJ900 CABIN CREW IS INFORMED OF DIVERT FOR EMERGENCY LANDING DUE TO TIRE SHREDDING ON TKOF REPORTED BY ATC.

**ACN: 798090**

## **Time / Day**

Date : 200807  
Local Time Of Day : 1201 To 1800

## **Place**

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

## **Environment**

Light : Daylight

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B767-300 and 300 ER  
Operating Under FAR Part : Part 121  
Flight Phase.Climbout : Intermediate Altitude

## **Component : 1**

Aircraft Component : Pax Seat

## **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 : 18.25  
Experience.Flight Attendant Time.Total : 18.25  
Experience.Flight Attendant Time.Type : 10  
ASRS Report : 798090

## **Person : 2**

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

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Other Anomaly : Fumes  
Anomaly.Other Anomaly  
Independent Detector.Other.Flight CrewA : 2

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

I WAS IN THE FORWARD GALLEY PREPARING TO DISTRIBUTE LNDG FORMS WHEN I NOTICED A SMELL THAT COULD BE DESCRIBED AS BURNING WIRES. THE VIDEO SYS STOPPED WORKING AND FIRST CLASS PAX SEATS WOULDN'T MOVE EITHER. THE CAPT CALLED AND SAID THAT WE HAD SMOKE IN THE COCKPIT. WE RETURNED TO DEP ARPT AND MADE A NORMAL LNDG.

### **Synopsis**

B767-300 CABIN ATTENDANT REPORTS OF ELECTRICAL BURNING SMELL IN FORWARD GALLEY. FLIGHT RETURNED TO DEPARTURE AIRPORT.

**ACN: 798069**

## **Time / Day**

Date : 200806

## **Place**

Locale Reference.Airport : BOS.Airport  
State Reference : MA  
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 : Parked

## **Component : 1**

Aircraft Component : Exterior Pax/Crew Door

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 798069

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : Published Procedure  
Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

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

## **Narrative**

I WAS THE #2 POS ON A B757 SEATED AT DOOR 2L OUTBOARD. SHORTLY BEFORE OUR PREPARATIONS FOR LNDG I WAS IN THE FIRST CLASS GALLEY WITH THE PURSER. SHE ASKED ME IF I HAD EVER SAT AT THAT DOOR BEFORE. I TOLD HER YES AND SHE SAID OK. UPON ARR AT THE GATE, THE COCKPIT TURNED OFF THE SEATBELT SIGNS AND I RELEASED MY HARNESS STOOD UP AND FACED MY DOOR. I STARED INTENTLY AT THE DOOR FOCUSING ON WHAT I WOULD NEED TO DO TO DISARM IT. I WAS WAITING TO HEAR THE PURSER OVER THE PA TELLING US TO DISARM. AS I WAS STANDING IN FRONT OF THE DOOR AND WAITING FOR HER INSTRUCTION, I SAW THE JETBRIDGE APCHING. I COULD SEE IT COMING CLOSER AND CLOSER AND CONTINUED TO STAND IN FRONT OF THE DOOR UNDER THE ASSUMPTION THAT I WOULD BE TOLD WHEN TO DISARM. I SAW THE GATE AGENT

APCHING THE ACFT DOOR AND WAS BENDING OVER SLIGHTLY WITH MY FACE AT THE LEVEL OF THE WINDOW WAITING TO COMMUNICATE TO HER THAT THE DOOR WAS STILL ARMED. SHE NEVER APPEARED AT THE WINDOW OR KNOCKED TO ASK IF IT WAS DISARMED. IT NEVER CROSSED MY MIND TO GO AHEAD AND DISARM THE DOOR WITHOUT BEING TOLD. THEN I SAW THE GATE AGENT REACH FOR THE DOOR, AT WHICH POINT I YELLED, 'NO, NO, NO, NO, NO!' AND STEPPED FORWARD AND REACHED FOR THE ARMING LEVER. AS I REACHED OUT TO THE DOOR, I SAW THE LEVER MOVE TO THE DISARMED POS AND THE DOOR BEGAN TO SWING OPEN. I STEPPED BACK TO ALLOW THE GATE AGENT TO ENTER AND THEN I HEAR THE PURSER OVER THE PA INSTRUCTING US TO DISARM. I CROSSED TO DOOR 2R AND DISARMED IT AND THE PAX BEGAN TO DEPLANE. DURING DEPLANING, THE PURSER CAME BACK TO DOOR 2L AND WE SPOKE ABOUT WHAT HAD JUST HAPPENED. SHE ASKED ME IF I WAS AWARE THAT I WAS REQUIRED TO IMMEDIATELY DISARM THE DOOR ONCE THE JETBRIDGE BEGAN TO APCH AND TO ALSO INSTRUCT THE OTHER FLT ATTENDANTS TO DISARM. I TOLD HER THAT I WASN'T AWARE THAT I HAD ASSUMED THAT SHE WOULD INSTRUCT US TO DISARM WHEN IT WAS TIME TO DO SO. SHE TOLD ME THAT WHEN I TOLD HER THAT I HAD SAT AT 2L BEFORE, SHE ASSUMED THAT I KNEW SHE WAS SPECIFICALLY REFERRING TO THOSE 2 DUTIES. I ASSUMED THAT WHEN SHE ASKED ME IF I HAD SAT THERE BEFORE SHE WAS ASKING ME IF I KNEW WHAT TO SAY TO THE GATE AGENT AND THAT I WAS REQUIRED TO GIVE HER THE MONEY AND PAPERWORK. SHE TOLD ME THAT IF SHE HAD KNOWN THAT I WAS A BRAND NEW HIRE, SHE WOULD HAVE FURTHER REVIEWED THE DUTIES ASSOCIATED WITH 2L WITH ME.

## **Synopsis**

INEXPERIENCED CABIN ATTENDANT FAILS TO DISARM DOOR 2L ON HER B757-200 BEFORE GATE AGENT OPENED IT FROM OUTSIDE.



**ACN: 798052**

## **Time / Day**

Date : 200802

## **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 : B737-300

Operating Under FAR Part : Part 121

## **Component : 1**

Aircraft Component : Galley Furnishing

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

ASRS Report : 798052

## **Events**

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Other Anomaly : Fumes

Resolatory Action.Flight Crew : Landed In Emergency Condition

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

ON FLT FROM ZZZ1 TO ZZZ A CIRCUIT BREAKER POPPED IN THE FORWARD GALLEY AND BEGAN TO SMELL VERY BAD. I WAS IN THE MID CABIN DOING A BEVERAGE SVC WHEN THIS CAME TO MY KNOWLEDGE BY MY FLYING PARTNER. AFTER I WAS TOLD OF THIS, MS X AND I FINISHED UP THE SVC AND I WENT TO THE FORWARD GALLEY TO SPEAK WITH THE PURSER AND A PLT WHO WAS PASS RIDING BUT IN THE GALLEY HELPING WITH THE SITUATION. WE SPOKE BRIEFLY AND THEN I WENT TO THE BACK OF THE ACFT. I WAS INFORMED BY THE PURSER A FEW MINS LATER THAT WE HAD A CABIN ADVISORY AND TO BE PREPARED TO EVAC BUT TO FOLLOW THE CAPT'S COMMANDS ONCE WE WERE ON THE GND. THE CAPT THEN INFORMED THE CUSTOMERS THAT WE HAD A SMALL ELECTRICAL FIRE AND THAT WE WOULD BE LNDG WITHIN 5 MINS. WE WERE INSTRUCTED BY THE CAPT TO YELL BRACE WHEN WE LANDED AND FOLLOW THAT WITH REMAIN SEATED WHICH WE DID. UPON LNDG I OBSERVED THAT THE PLANE WAS BEING SURROUNDED BY EMER VEHICLES, HOWEVER WITHIN A FEW MINS OF LNDG WE

WERE INSTRUCTED TO DISARM OUR DOORS AND PAX WERE INSTRUCTED TO DEPLANE AS USUAL. WE THEN HAD A DEBRIEFING AND DEPLANED OURSELVES.

### **Synopsis**

FLT ATT REPORTED ELECTRICAL SMELL IN GALLEY. FLT CREW MADE PA ADVISING PASSENGERS OF ELECTRICAL FIRE AND A SUCCESSFUL LANDING FOLLOWED.

**ACN: 797935**

## **Time / Day**

Date : 200808  
Local Time Of Day : 1801 To 2400

## **Place**

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

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : CRJ 900 (all) Canadair Regional Jet 900  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Preflight

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : Off Duty  
ASRS Report : 797935

## **Events**

Anomaly.Cabin Event.Other  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR

## **Narrative**

WE WERE EXPERIENCING A MAINT DELAY. BOARDED PAX WITH NO APU RUNNING AND GND AIR NOT WORKING. ONCE PAX BOARDED, CABIN TEMP WENT OVER 90 DEGS AND CREW WAS THEN INFORMED DELAY WOULD BE 30-45 MINS FOR PART TO BE CHANGED ON ACFT. WE DECIDED TO DEPLANE PAX DUE TO HEAT IN CABIN BUT ALLOWED THEM TO LEAVE BAGGAGE IN CABIN BUT TAKE BOARDING PASSES. THIS WAS ABOUT XA10. WHILE SITTING ACROSS FROM GATE WAITING FOR MAINT TO CONFIRM PART WAS CHANGED AND WORKING, I LOOKED UP AND SAW A PAX COME UP FROM THE AIRPLANE UNATTENDED. I WALKED OVER AND ASKED GATE AGENT IF SHE ALLOWED PAX TO GO DOWN TO AIRPLANE ALONE TO GET BAG, AND SHE SAID YES. I TOLD HER SHE SHOULD NOT ALLOW THAT TO HAPPEN AND BOTH FLT ATTENDANTS NEED TO BE PRESENT OR SHE CAN GO DOWN AND RETRIEVE BAG FOR PAX BUT SHOULD NOT ALLOW PAX TO GO TO AIRPLANE WITH NO PERSONNEL PRESENT ON ACFT. SHE SAID OK AND I WENT AND SAT BACK DOWN ACROSS THE HALL FROM GATE. THIS OCCURRED AT ABOUT XA30. WHILE SITTING THERE, SHE MADE AN ANNOUNCEMENT OF AN XB00 ADVISE TIME FOR DELAY. I THEN WALKED TO BATHROOM AND THEN TO NEXT GATE TO INFORM OTHER FLT ATTENDANT OF ADVISE TIME. AS I WAS TURNING AROUND TO WALK BACK TO GATE AT ABOUT XA50, BOTH MYSELF AND THE OTHER FLT ATTENDANT LOOKED OUT THE WINDOW AND WITNESSED PAX GOING ON OUR ACFT. I WENT TO THE GATE AND TOLD THE GATE AGENT SHE CAN'T BOARD THE PLANE

WITHOUT 2 FLT ATTENDANTS PRESENT. SHE INFORMED ME AS I WENT PAST HER DOWN THE JETWAY THAT SHE WASN'T BOARDING. WHEN I GOT TO ACFT, THERE WAS A MALE GATE AGENT STANDING IN THE GALLEY WHILE PAX WERE GETTING ON THE AIRPLANE. I TOLD HIM THAT WE CAN'T HAVE PAX ON THE PLANE WITHOUT THE FLT ATTENDANTS PRESENT. HE INFORMED ME THAT HE IS QUALIFIED TO STAND IN THE PLACE OF A FLT ATTENDANT AND THAT IF I HAD A PROB WITH IT TO CONTACT MY COMPANY. AT THIS POINT, MOST OF THE PAX WERE RETURNING BACK TO GATE AREA TO RECEIVE HOTEL ACCOMMODATION FOR THE EVENING DUE TO FLT DELAY UNTIL THE FOLLOWING MORNING. I ASKED THE CAPT WHY PAX WERE ALLOWED ON ACFT, AND HE TOLD ME THAT THE AGENTS MADE A PA FOR PAX TO RETURN TO ACFT TO GET BELONGINGS AND THEY OPENED BOARDING DOOR AND JUST LET THE PAX PROCEED DOWN JETWAY WITHOUT ANY VERIFICATION OF BOARDING PASSES OR WITHOUT ANY REGARDS TO THE CAPT'S OBJECTIONS AS WELL AS THE FO'S OBJECTION OF ALLOWING PAX DOWN JETWAY TO ACFT WITHOUT MINIMUM CABIN CREW ON BOARD. CAUSE WAS DUE TO LACK OF TRAINING AND KNOWLEDGE OF FAA REGS ON BEHALF OF THE GATE AGENTS IN ZZZ.

### **Synopsis**

PAX AGENT ALLOWS PASSENGERS TO ACCESS DELAYED CRJ FOR PERSONAL BELONGINGS WITH NO CABIN ATTENDANTS ON BOARD.

**ACN: 797701**

## Time / Day

Date : 200807  
Local Time Of Day : 1201 To 1800

## Place

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

## 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  
Experience.Flight Attendant Time.Airline Total : 24  
Experience.Flight Attendant Time.Total : 24  
Experience.Flight Attendant Time.Type : 40  
ASRS Report : 797701

## Events

Anomaly.Cabin Event.Other  
Anomaly.Non Adherence.Other  
Resolatory Action.Flight Crew : Diverted To Another Airport  
Resolatory Action.Other

## Assessments

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

## Narrative

A MALE PAX WITH A BLACK LABRADOR BOARDED THE ACFT. I ASKED HIM IF THE DOG WAS A SVC OR SEEING EYE DOG AND HE TOLD ME HE WAS A NARCOTICS DOG. THE DOG HANDLER AND THE BLACK LABRADOR WERE SITTING IN 12D. I WAS AT 2L AND 2R DURING BOARDING AND NOTICED THE DOG BARKED AND APPEARED AGITATED AT A PAX IN THE AISLE DURING BOARDING. I WAS CONCERNED ABOUT THE DOG'S BEHAVIOR AND THE LIMITED SPACE PROVIDED FOR THE DOG AND HIS HANDLER SO I WENT DIRECTLY TO THE COCKPIT AND TOLD THE CAPT AND FO THAT THERE WAS A NARCOTICS DOG IN THE CABIN AND HE BARKED AND WAS AGITATED BY A PAX IN THE AISLE WHILE BOARDING. BEFORE CLOSING THE ACFT DOOR, I ASKED THE AGENT ABOUT THE DOG AND WANTED TO BE CERTAIN THE INFO WAS ON THE FINAL PAPERWORK. THE AGENT SHOWED ME THE PAPERWORK WHICH SAID NARCOTICS DOG IN CABIN BLOCK

12E IF POSSIBLE. I ASKED HIM WHY HE DIDN'T BLOCK 12E AND HE SAID IT WASN'T POSSIBLE SINCE WE HAD A FULL ACFT AND 1 JUMPSEAT RIDER. I WAS SITTING IN THE 2R JUMPSEAT FOR TKOF AND NOTICED THE DOG WOULD NOT SIT ON THE FLOOR, BUT INSTEAD HAD HIS HEAD UP AND OUT IN THE AISLE. THE DOG HANDLER WAS HAVING TROUBLE KEEPING THE DOG CALM AND CONTAINED. NEXT, I WAS WORKING IN FIRST CLASS AND NOTICED FLT ATTENDANT #4 WAS ON THE PHONE TO THE CAPT BECAUSE SHE HAD JUST GOTTEN BIT BY THE DOG. THE BEVERAGE CART WAS IN THE AISLE JUST AFT OF ROW 12. AT THIS POINT I ASKED PAX IN 10A, 10B, AND 10C IF THEY WOULD BE WILLING TO MOVE SO I COULD SEAT THE DOG HANDLER AND THE DOG WHERE THERE WAS MORE ROOM IN 10A. THERE WAS A LAP CHILD IN 12C DIRECTLY ACROSS FROM THE DOG AND THE HANDLER. I WAS ALSO CONCERNED FOR THE CHILD BEING SO CLOSE TO THE DOG. I WENT TO TALK WITH THE DOG HANDLER IN 12D ABOUT MOVING HIM AND THE DOG TO 10A AND IF THAT SEEMED TO BE A GOOD IDEA AND BETTER PLACE FOR THE DOG. HE SAID YES HE WOULD LIKE TO MOVE. WHILE I WAS TALKING TO THE DOG HANDLER, I FELT THE DOG CLAMP HIS TEETH AROUND MY R HAND. IN A STATE OF SURPRISE AND SHOCK AFTER JUST BEING BITTEN, I LOOKED DOWN AT MY HAND TO SEE IF THERE WAS ANY BLOOD AND THERE WAS NOT. TODAY, AS I WRITE THESE NOTES, 3 DAYS LATER, I STILL HAVE 2 TEETH MARKS IN MY HAND. NOW THAT THE DOG HAD BITTEN 2 FLT ATTENDANTS, I FELT EVEN MORE OF AN URGENCY TO MOVE THE DOG WHERE HE DIDN'T HAVE AS MANY PEOPLE AROUND HIM -- WHICH WOULD BE SEAT 10A. I DIDN'T CHOOSE 9B AND 9C BECAUSE THEY WERE AN EXIT ROW. I MOVED THE PAX OUT OF ROW 10A AND 10B. THE MALE PAX IN 10C MOVED TO 12C. THE DOG HANDLER AND THE DOG MOVED TO 10A. HOWEVER, THE DOG WOULD NOT SIT ON THE FLOOR AND STAYED ON THE SEAT IN 10A AND 10B. THE DOG HANDLER WAS NOT ABLE TO MOVE THE DOG TO THE AREA ON THE FLOOR. AS I WAS TRYING TO DETERMINE WHAT TO DO NEXT, I SEATED THE FEMALE PAX FROM 10B WHO WAS STANDING IN THE AISLE AT THE TIME TO THE 2R JUMPSEAT. SHE WANTED A PLACE TO SIT WHILE WE WERE TRYING TO RESOLVE THE PROB. AT THAT TIME THE MALE PAX SHE WAS TRAVELING WITH SAT DOWN IN 10C AND THE DOG IMMEDIATELY LUNGED AND NIPPED AT HIS L ARM. IMMEDIATELY, I TOLD HIM TO GET OUT OF THAT SEAT AND PUT HIM ON THE OTHER JUMPSEAT. AT THIS POINT SOMEBODY HAD SUGGESTED, I THINK IT WAS THE PAX WHO HAD JUST BEEN BITTEN, TO PUT THE DOG IN THE BATHROOM. WE DECIDED TO PUT THE DOG IN THE BATHROOM. NOT ONLY WOULD THERE BE MORE ROOM FOR THE DOG IN THE BATHROOM THAN WHAT WAS PROVIDED FOR HIM AT THE AIRPLANE SEAT, BUT MORE IMPORTANTLY, THE DOG WOULD NOT BE ABLE TO BITE ANYONE ELSE. I MOVED THE PAX FROM 9B AND 9C FORWARD TO FIRST CLASS SO THE AREA WOULD BE FREE OF ANY PAX WHILE THE DOG HANDLER MOVED THE DOG TO THE LAVATORY JUST FORWARD OF 9B AND 9C. AT THIS TIME THE CAPT MADE A PA THAT WE WOULD BE LNDG IN ZZZ TO TAKE THE DOG OFF THE ACFT. SEVERAL PAX IN THE FORWARD PART OF THE CABIN CHEERED. AS I WAS WALKING BACK UP TO THE FORWARD GALLEY, A PAX IN FIRST CLASS MENTIONED TO ME SHE WAS SURPRISED TO SEE THE DOG ON OUR FLT AS THIS SAME DOG AND HANDLER WERE ON HER EARLIER FLT FROM ZZZ1 TO ZZZ2. SHE TOLD ME THE HANDLER WAS WALKING THE DOG UP AND DOWN THE FIRST CLASS AISLE AND THE DOG WAS TRYING TO EAT THE FOOD OFF THEIR PLATES. WE LANDED IN ZZZ AND WERE MET BY SEVERAL PEOPLE. THE 3 OF US WHO WERE BITTEN GAVE RPT TO A POLICE OFFICER AND ANOTHER GND PERSONNEL. I TALKED WITH THE PAX WHO WAS BITTEN AND WE BOTH LOOKED AT EACH OTHER'S DOG BITE. I COULDN'T TELL WHERE HE HAD BEEN BITTEN, SO HE SHOWED ME THE SPOT. THERE WASN'T ANY TEETH MARKS OR BLOOD. THE DOG HANDLER CAME BACK ON THE ACFT AFTER LOADING HIS DOG IN THE

KENNEL AND TOLD ME THAT THE DOG HAD JUST BITTEN HIM ALSO. THIS TIME I NOTICED THE DOG DREW BLOOD ON HIS HAND. WE CONTINUED TO ZZZ3 WITHOUT INCIDENT. IN ADDITION TO THE ATTACHED DOCUMENT I WILL INCLUDE MY PERSONAL FEELINGS: I FEEL THE CAPT DIDN'T TAKE SERIOUSLY MY CONCERN REGARDING THE DOG LASHING OUT AT THE PAX IN THE AISLE DURING THE BOARDING PROCESS. I FEEL THE AGENT SHOULD HAVE BLOCKED SEAT 12E TO ACCOMMODATE THE NARCOTICS DOG. I THINK THE PREVIOUS CREW WORKING ZZZ1 TO ZZZ2 COULD HAVE ALERTED US TO THE DOG'S ABNORMAL BEHAVIOR ON THEIR FLT. THE DOG HANDLER SEEMED INCOMPETENT AND UNABLE TO CTL THE DOG. FAA SHOULD REQUIRE DOG HANDLERS TO CARRY MUZZLES. FAA SHOULD NOT ALLOW DOG TO BE IN THE SAME SEAT AS THE DOG HANDLER.

### **Synopsis**

CABIN ATTENDANT REPORTS HANDLER UNABLE TO CONTROL NARCOTICS SNIFFING DOG ENROUTE IN PAX CABIN.

**ACN: 797252**

## Time / Day

Date : 200807

## Place

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

## 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.Cruise : Level

## 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 : 7  
Experience.Flight Attendant Time.Total : 20  
Experience.Flight Attendant Time.Type : 50  
ASRS Report : 797252

## Events

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Cabin Event : Galley Fire  
Anomaly.Other Anomaly  
Independent Detector.Other.Flight CrewA : 1  
Resolatory Action.Aircraft : Equipment Problem Dissipated  
Resolatory Action.Flight Crew : Overcame Equipment Problem  
Resolatory Action.Flight Crew : Took Precautionary Avoidance Action

## Assessments

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

## Narrative

I SAW SMOKE AFTER 10 MINS, COOKIES WERE IN OVEN. WHEN I CRACKED THE OVEN DOOR I SAW BLUE FLAMES. I IMMEDIATELY CLOSED THE OVEN DOOR AND TOLD MY #3 FLT ATTENDANT TO CALL THE COCKPIT AND TELL THEM. WE KEPT THE OVEN DOOR CLOSED FOR ABOUT 10 MINS TO SEE IF IT WOULD SHUT THE FIRE DOWN. WE DONNED 2 PBE'S, 2 FIRE EXTINGUISHERS. THE COCKPIT GAVE



US OK TO PULL CIRCUIT BREAKER. WE PLACED A BEVERAGE CART ACROSS FIRST CLASS TO KEEP FIRST CLASS PAX OUT. OVEN REMAINED EXTREMELY HOT SO WE USED 2 FIRE EXTINGUISHERS TO FIGHT THE FIRE. I CALLED FOR A 3RD PBE AND EXTINGUISHER FROM THE BACK AND HAD #2 FLT ATTENDANT BRING IT TO FIRST CLASS JUST IN CASE WE NEEDED IT. WE DID NOT USE IT. OVEN COOLED AFTER 2ND EXTINGUISHER. MY CONCLUSION: 1) 2 RACKS OF COOKIES, 1 FULLY LOADED -- HOLES PUNCHED IN TIN FOIL. ONLY 4 COOKIES FULL TIN FOIL, NO HOLES PUNCHED. 2) 4 COOKIE RACKS PLACED ON TOP OF FULL COOKIE RACK. 3) EXTRA TIN FOIL MADE A FUNNEL AND FORCED 4 COOKIES TO TOP OF RECIRC FAN. OR 4) FAULTY OVEN. WE WERE VERY DISCREET AND FIRST CLASS PAX JUST THOUGHT I BURNT THE COOKIES. NO PANIC. MY SUGGESTIONS: CATERING TO EQUALLY LOAD COOKIES ON RACKS AND NO EXTRA TIN FOIL. FIRE ON AN AIRPLANE IS SCARY.

## **Synopsis**

A B757 FLT ATT REPORTS AN OVEN FIRE WHILE HEATING FIRST CLASS COOKIES. FIRE EXTINGUISHERS AND PBE'S WERE USED.

**ACN: 797247**

## Time / Day

Date : 200807

Local Time Of Day : 1201 To 1800

## Place

Locale Reference.Airport : ZZZZ.Airport

State Reference : FO

## Aircraft : 1

Controlling Facilities.ARTCC : ZZZZ.ARTCC

Operator.Common Carrier : Air Carrier

Make Model Name : B757 Undifferentiated or Other Model

Operating Under FAR Part : Part 121

Flight Phase.Cruise : Level

## Component : 1

Aircraft Component : Hydraulic System

## Person : 1

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Experience.Flight Attendant Time.Airline Total : 24

Experience.Flight Attendant Time.Total : 24

Experience.Flight Attendant Time.Type : 20

ASRS Report : 797247

## Person : 2

Affiliation.Company : Air Carrier

Function.Flight Crew : Captain

Function.Oversight : PIC

## Events

Anomaly.Aircraft Equipment Problem : Critical

Independent Detector.Other.Flight CrewA : 2

Resolatory Action.Flight Crew : Landed In Emergency Condition

## Assessments

Problem Areas : Aircraft

## Narrative

CAPT NOTIFIED PURSER OF HYD LEAK AND TO PREPARE FOR LNDG USING EMER LNDG CHKLST BUT NOT TO INFORM PAX -- HE WOULD MAKE AN ANNOUNCEMENT. HE SAID TO EXPECT A LONG SLOW DSCNT AND APCH DUE TO HYD PROB, BUT HE EXPECTED A NORMAL LNDG. THE DSCNT WAS VERY LONG, BUT WE LANDED NORMALLY AND THE PAX WERE DEPLANED AT THE GATE WITHOUT WORRY.

## **Synopsis**

CABIN ATTENDANT REPORTS SUCCESSFUL RESOLUTION OF HYDRAULIC SYSTEM PROBLEM ON B757. RELATES GOOD FLT DECK/CABIN CRM TO ACCOMPLISH SAFE LNDG WITHOUT ALARMING PAX.

**ACN: 797047**

## **Time / Day**

Date : 200806

## **Place**

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

## **Environment**

Weather Elements : Turbulence

## **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  
ASRS Report : 797047

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 797050

## **Events**

Anomaly.Inflight Encounter : Turbulence  
Resolatory Action.None Taken : Unable  
Consequence.Other : Physical Injury

## **Assessments**

Problem Areas : Flight Crew Human Performance  
Problem Areas : Weather

## **Narrative**

WE EXPERIENCED SEVERE TURB ON APCH WITH NO COM FROM THE COCKPIT ABOUT PREDICTED TURB. WE DROPPED AT LEAST 50 FT OR POSSIBLY MORE. I ALLOWED A PAX TO SIT ON THE JUMPSEAT. HE WAS COMING OUT OF THE AFT LAVATORY AND THERE WAS NO PLACE FOR HIM TO SIT. I STRAPPED HIM IN FOR HIS SAFETY. SUPPLEMENTAL INFO FROM ACN 797050: FLT ATTENDANT INJURY/FAR JUMPSEAT TOWARDS THE END OF THE FLT MAYBE THE LAST 20 MINS WE HIT SEVERE TURB. THE SEATBELT SIGN CAME ON. I WENT OUT TO CHK SEATBELTS AND PICK UP REST OF GARBAGE IN CABIN WHEN I GOT ABOUT ONLY 3 ROWS FROM AFT OF ACFT WHEN I WAS THROWN L THEN R ON PAX

ARMREST/SEATBACK AND THEN FELL TO THE GND IN THE MIDDLE OF AISLE. I HURT MY LEG AND SHOULDER/ARM. I HELD ON AND THEN CLBED ON TO A PAX SEAT FOR THE REMAINING OF THE FLT. THIS WAS SEVERE TURB AND NOT 'MODERATE' THAT THE PLTS HAD MENTIONED. ALSO, I LATER DISCOVERED THERE WAS A PAX SITTING ON THE JUMPSEAT FOR LNDG. APPARENTLY HE WAS IN THE LAVATORY WHEN WE HIT THE TURB AND MY FLYING PARTNER ADVISED HIM TO TAKE NEAREST SEAT FOR HIS SAFETY, THE PAX SAFETY, AND ALL THE OTHER PAX IN THE CABIN.

## **Synopsis**

A320 CABIN CREW REPORTS ENCOUNTERING SEVERE TURBULENCE CAUSING INJURY TO ONE.

**ACN: 797036**

## **Time / Day**

Date : 200806

## **Place**

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

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 797036

## **Events**

Anomaly.Non Adherence : Company Policies  
Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Company  
Problem Areas : FAA

## **Narrative**

WE WERE STAFFED WITH 4 FLT ATTENDANTS. THE JETBRIDGE PHONE RANG SEVERAL (4-5) TIMES THROUGHOUT OUR BOARDING PROCESS. OUR CREW DID NOT WANT TO GET OFF THE PLANE TO ANSWER THE PHONE AS WE WERE STAFFED AT MINIMUM. WE WERE ALSO TOLD BY AN FAA INSPECTOR ON THIS FLT THAT IN NO WAY SHOULD WE GET OFF THE PLANE TO ANSWER THE PHONES WHEN STAFFING IS AT MINIMUM. SECTION OF OUR FAOM SAYS THAT WE CAN ANSWER THE PHONE. THIS IS NOT ONLY CONFUSING FOR FLT ATTENDANTS, IT'S FRUSTRATING AS THE JETBRIDGE PHONE RINGS ON A REGULAR BASIS FOR NON EMER ISSUES SUCH AS THE CREW DESK WITH REASSIGNMENTS, GATE AGENT CALLING TO SEE IF WE NEED BAG TAGS, IF A PARTICULAR PAX IS ON BOARD, ETC. WITHOUT US HAVING ESP, HOW WOULD WE KNOW IF IT IS AN EMER ISSUE WHEN THE PHONE RINGS? THIS IS A GRAY AREA FOR ALL FLT ATTENDANTS WHO ARE WORKING MINIMUM STAFFED FLTS.

## **Synopsis**

FLT ATTENDANT REQUESTS CLARIFICATION OF RULES REQUIRING MINIMUM STAFFING WHEN ANY PAX ARE ON BOARD AT THE GATE.

**ACN: 796991**

## **Time / Day**

Date : 200804

## **Place**

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

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 796991

## **Events**

Anomaly.Inflight Encounter : Weather  
Anomaly.Non Adherence : Company Policies  
Resolatory Action.Flight Crew : Diverted To Another Airport

## **Assessments**

Problem Areas : Flight Crew Human Performance

## **Narrative**

THIS FLT WAS DIVERTED DUE TO WX IN ORD. THE PIC INQUIRED OF THE PURSER IF THERE WERE ANY FLT ATTENDANTS THAT MAY GO ILLEGAL ON THE GND. THE PURSER INQUIRED OF ME AND I TOLD HER THAT MAY VERY WELL BE THE CASE, HOWEVER, I READ HER THE FAR PAGE OF THE FAOM THAT REQUIRED THE AVAILABLE JETBRIDGE TO BE ATTACHED. HE AS MUCH AS TOLD THE PURSER HE WOULD NOT COMPLY WITH THE FAR AS HE WAS AFRAID THAT I WOULD GET OFF. I CAN ONLY ASSUME THE FAR IS IN PLACE TO ENSURE THE SAFETY OF CREW AND THE CUSTOMERS. IT WAS INTENTIONALLY VIOLATED.

## **Synopsis**

B757 REPORTS CAPT'S NONCOMPLIANCE WITH FARs AND COMPANY PROCEDURES DURING DIVERSION WHEN CAPT IS INFORMED THAT REPORTER MAY GO ILLEGAL.

**ACN: 796964**

## **Time / Day**

Date : 200802

## **Place**

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

## **Aircraft : 1**

Controlling Facilities.Tower : ZZZ.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : B737-300  
Operating Under FAR Part : Part 121  
Flight Phase.Descent : Approach

## **Component : 1**

Aircraft Component : Galley Furnishing

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 796964

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Other Anomaly : Fumes  
Anomaly.Other Anomaly  
Resolatory Action.Flight Crew : Landed In Emergency Condition

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

A CIRCUIT BREAKER POPPED IN THE FORWARD GALLEY AND BEGAN TO SMELL VERY BAD. I WAS IN THE MID CABIN DOING A BEVERAGE SVC WHEN THIS CAME TO MY KNOWLEDGE BY MY FLYING PARTNER MRS X. AFTER I WAS TOLD OF THIS, MRS X AND I FINISHED UP THE SVC AND I WENT TO THE FORWARD GALLEY TO SPEAK WITH THE PURSER AND A PLT WHO WAS PASS RIDING BUT IN THE GALLEY HELPING WITH THE SIT. WE SPOKE BRIEFLY AND THEN I WENT TO THE BACK OF THE ACFT. I WAS INFORMED BY THE PURSER A FEW MINS LATER THAT WE HAD A CABIN ADVISORY AND TO BE PREPARED TO EVAC BUT TO FOLLOW THE CAPT'S COMMANDS ONCE WE WERE ON THE GND. THE CAPT THEN INFORMED THE CUSTOMERS THAT WE HAD A SMALL ELECTRICAL FIRE AND THAT WE WOULD BE LNDG WITHIN 5 MINS. WE WERE INSTRUCTED TO DISARM OUR DOORS AND PAX WERE INSTRUCTED TO DEPLANE AS USUAL. WE THEN HAD A DEBRIEFING AND DEPLANED OURSELVES.



## **Synopsis**

B737 IS INFORMED BY THE PURSER OF ELECTRICAL FUMES IN THE FORWARD GALLEY AND A TRIPPED CIRCUIT BREAKER IS NOTED.

**ACN: 796946**

## **Time / Day**

Date : 200707

## **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  
Flight Phase.Descent : Approach

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 796946

## **Events**

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

## **Assessments**

Problem Areas : Company  
Problem Areas : Passenger Human Performance

## **Narrative**

A CIRCUIT BREAKER POPPED IN THE FORWARD GALLEY AND BEGAN TO SMELL VERY BAD. I WAS IN THE MID CABIN DOING A BEVERAGE SVC WHEN THIS CAME TO MY KNOWLEDGE BY MY FLYING PARTNER MRS X. AFTER I WAS TOLD OF THIS, MRS X AND I FINISHED UP THE SVC AND I WENT TO THE FORWARD GALLEY TO SPEAK WITH THE PURSER AND A PLT WHO WAS PASS RIDING BUT IN THE GALLEY HELPING WITH THE SITUATION. WE SPOKE BRIEFLY AND THEN I WENT TO THE BACK OF THE ACFT. I WAS INFORMED BY THE PURSER A FEW MINS LATER THAT WE HAD A CABIN ADVISORY AND TO BE PREPARED TO EVAC BUT TO FOLLOW THE CAPT'S COMMANDS ONCE WE WERE ON THE GND. THE CAPT THEN INFORMED THE CUSTOMERS THAT WE HAD A SMALL ELECTRICAL FIRE AND THAT WE WOULD BE LNDG WITHIN 5 MINS. WE WERE INSTRUCTED TO DISARM OUR DOORS AND PAX WERE INSTRUCTED TO DEPLANE AS USUAL. WE THEN HAD A DEBRIEFING AND DEPLANED OURSELVES.

## **Synopsis**

A320 REPORTS PAX PANIC ATTACK FROM SITTING NEXT TO OBESE SEAT MATE.  
PAX IS ALLOWED TO LAND USING JUMP SEAT.

**ACN: 795178**

## **Time / Day**

Date : 200807  
Local Time Of Day : 1201 To 1800

## **Place**

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

## **Aircraft : 1**

Controlling Facilities.Tower : ZZZ.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : B737-800  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Component : 1**

Aircraft Component : Oxygen System/Portable

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 795178

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 795180

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 795179

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Maintenance Problem : Improper Maintenance  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Resolatory Action.None Taken : Detected After The Fact  
Consequence.Other

## **Maintenance Factors**

Maintenance.Performance Deficiency : Inspection  
Maintenance.Performance Deficiency : Installation

## **Assessments**

Problem Areas : Aircraft  
Problem Areas : Cabin Crew Human Performance  
Problem Areas : Company  
Problem Areas : Maintenance Human Performance

## **Narrative**

I WAS THE 'B' FLT ATTENDANT AND DID MY PREFLT. IT WAS EXCITING BECAUSE THIS WAS THE FIRST DAY THIS ACFT WAS ON-LINE. EVERYTHING WAS BEAUTIFUL AND BRAND NEW! WHILE DOING THE PREFLT I CHKD THE MASKS AND GAUGES ON THE OXYGEN BOTTLES BUT I FAILED TO NOTICE THAT THE HOSES WERE NOT ATTACHED. AS A RESULT WE HAD TO RETURN TO THE GATE AND HAVE THE MECH BOARD THE PLANE AND ATTACH THE HOSES SO WE WOULD BE IN COMPLIANCE. I FEEL DISAPPOINTED WITH MYSELF FOR THIS OVERSIGHT AND I CAN ASSURE YOU IT WILL NOT HAPPEN AGAIN!

## **Synopsis**

CABIN ATTENDANTS ABOARD A B737-800 ON ITS FIRST COMMERCIAL FLT FAIL TO NOTE THAT WHILE THE HOSES AND MASKS ON THE WALKAROUND O2 BOTTLES WERE STRAPPED TO THE TANK, THEY WERE NOT INSERTED INTO THE BOTTLE OUTLETS AS REQUIRED.

**ACN: 793698**

## **Time / Day**

Date : 200806

Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Airport : ZZZ.Airport

State Reference : US

## **Environment**

Light : Night

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier

Make Model Name : B767-200

Operating Under FAR Part : Part 121

Flight Phase.Descent : Intermediate Altitude

## **Component : 1**

Aircraft Component : Turbine Engine

## **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 : 17

Experience.Flight Attendant Time.Total : 17

Experience.Flight Attendant Time.Type : 20

ASRS Report : 793698

## **Events**

Anomaly.Aircraft Equipment Problem : Critical

Resolatory Action.Flight Crew : Declared Emergency

Resolatory Action.Flight Crew : Landed In Emergency Condition

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

ALL READING LIGHTS WENT OUT. 3 OR 4 MINS LATER CAME BACK ON.  
INTERPHONE RANG WITH 4 CHIMES. FO RPTED PROB WITH L-HAND ENG. I WENT  
TO FIRST CLASS GALLEY TO GET MORE INFO. THE PURSER ADVISED ALL OF THE  
CREW THAT WE WOULD BE PREPARING FOR A PLANNED EMER LNDG. WE  
RETRIEVED OUR MANUALS AND BEGAN TO GO THROUGH THE CHKLIST. WE  
PREPARED OUR PAX AND THE CABIN AND LANDED APPROX 10 MINS LATER WITH  
NO EVAC.

## **Synopsis**

A B767-200 FLT ATTENDANT DESCRIBES THE CABIN CREW'S ACTIONS FOLLOWING AN ENG FAILURE IN FLT. NO EVACUATION WAS NEEDED.

**ACN: 792514**

## **Time / Day**

Date : 200806

## **Place**

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

## **Environment**

Flight Conditions : VMC  
Weather Elements : Turbulence  
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.Climbout : Intermediate Altitude

## **Component : 1**

Aircraft Component : Turbine Engine

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
Experience.Flight Attendant Time.Airline Total : 23  
Experience.Flight Attendant Time.Total : 23  
Experience.Flight Attendant Time.Type : 100  
ASRS Report : 792514

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Resolatory Action.Flight Crew : Landed In Emergency Condition

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

WE WERE HAVING LIGHT TO MODERATE CHOP AS WE ASCENDED TO 10000 FT. RIGHT AFTER THE 10000 FT CHIME THERE WAS A VERY LOUD BANG, ALONG WITH A 'FISHTAIL' EFFECT OR MORE TURB? NOT CERTAIN IF R OR L SIDE AT FIRST. LINT AND DUST CAME FILTERING OUT OF THE OVERHEAD BIN AREA ON THE L HAND SIDE. THERE WERE GRINDING AND 'DYING' ENG SOUNDS. BECAUSE OF THE TURB I WAS STILL STRAPPED INTO MY JUMPSEAT. I IMMEDIATELY RANG THE COCKPIT AND WAS ABLE TO SAY, 'I THINK THE L ENG IS OUT.' I HAD A COMMUTER ON MY JUMPSEAT WITH ME. WE WENT OVER EVAC PROCS AND MADE



A PLAN, DUE TO THE HVY LOAD AND WHERE WOULD SHE GO. I LOCKED THE LAVATORY DOORS AND SPOKE OVER THE PA, 'REMAIN CALM, THE CAPT HAS EVERYTHING UNDER CTL.' I STAYED ON THE INTERPHONE. THE CAPT SAID WE WOULD LAND IN ABOUT 5 MINS AND STAY REMOTE TO BE CHKD OUT FOR FIRE/OR FUSELAGE DAMAGE. EVERYTHING SHOULD BE ALRIGHT. HE SAID HE DID NOT SMELL FIRE, DID WE? 'NO, I DID NOT.' IF WE WERE TO EVAC IT WAS TO BE STANDARD PROCS. I STAYED ON THE INTERPHONE AND ASKED JUMPSEATER TO HELP ME LISTEN FOR DOORS NOT TO EVAC THROUGH IF THE CAPT SAID ANYTHING AFTER WE LANDED. WE LANDED WITHOUT INCIDENT AND REMAINED AT A REMOTE LOCATION FOR ABOUT 10 MINS BEFORE PROCEEDING TO OUR GATE TO DEPLANE. WE RECEIVED ANOTHER AIRPLANE IN A DIFFERENT CONCOURSE AND CONTINUED ABOUT 2 HRS LATE. TO MY KNOWLEDGE THERE WAS NO PHYSICAL INJURIES JUST A LOT OF VERY FRIGHTENED PEOPLE.

## **Synopsis**

MD80 FA REPORTS ENGINE FAILURE CLIMBING OUT OF 10000 FEET.

**ACN: 792031**

## **Time / Day**

Date : 200805

## **Place**

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

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : A319  
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  
ASRS Report : 792031

## **Events**

Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

I NOTICED AN INFANT SEATED IN XE TRAVELING WITH HIS PARENTS IN XD AND XF. THE INFANT DID NOT HAVE A SEAT -- HE WAS ORIGINALLY ON HIS MOTHER'S LAP. THEN AFTER PAX SWITCHED SEATS, THE PARENTS SAT IN XD AND XF AND SEATED THEIR INFANT SON BTWN THEM AND PROCEEDED TO USE THEIR FAA APPROVED CRS/ACSD DEVICE AND FASTENED THEIR SON INTO THE DEVICE IN THE SEAT. WHEN I SAW THIS, MY FIRST GUT INSTINCT TOLD ME THAT THIS INFANT WAS WAY TOO SMALL FOR THIS DEVICE. I HAD TO TAKE A SECOND LOOK. I ASKED HIS MOTHER HIS AGE AND SHE RESPONDED THAT HE WAS SOMETHING LIKE 15-18 MONTHS. I KNOW THAT WHEN THIS DEVICE WAS FIRST INTRODUCED, THE AGE REQUIREMENTS STIPULATED IT WAS DESIGNED FOR CHILDREN BTWN 2-4 YRS OF AGE AND THEY HAD TO WEIGH 22-44 LBS. I COULD TELL THAT THIS INFANT DIDN'T WEIGH 22 LBS, NO WAY. SO I WENT BACK TO MY MANUAL AND RESEARCHED THIS. ACCORDING TO THE FAA AND ACR, A CHILD AS YOUNG AS 1 YR OF AGE CAN USE THIS DEVICE AS LONG AS THEY CAN SIT UPRIGHT UNASSISTED. WHO COMES UP WITH THIS STUFF? I'M SHOCKED. THE INFANT ON MY AIRPLANE COULD NOT HOLD UP HIS HEAD, SHOULDERS, OR NECK.

IF OUR ACFT ENCOUNTERED UNEXPECTED CHOP AND TURB ENRTE, THIS LITTLE BOY COULD HAVE SUFFERED A SERIOUS INJURY.

### **Synopsis**

CABIN ATTENDANT REPORTS INFANT USING A CHILD PROTECTIVE SEAT FOR WHICH HE WAS NOT QUALIFIED BY AGE, WEIGHT OR PHYSICAL CAPABILITY.

**ACN: 791821**

## **Time / Day**

Date : 200804

## **Place**

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

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B767-300 and 300 ER  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Parked

## **Component : 1**

Aircraft Component : Door

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 791821

## **Events**

Anomaly.Non Adherence : Published Procedure  
Independent Detector.Other.Flight CrewA : 1  
Resolatory Action.None Taken : Detected After The Fact

## **Assessments**

Problem Areas : Cabin Crew Human Performance

## **Narrative**

AFTER I HEARD THE PURSER'S ANNOUNCEMENT, I GOT UP TO DISARM MY DOOR AND AFTER I LOOKED AT THE DOOR AND TOUCHING THE GREEN BUTTON, I WENT FOR THE HANDLE, THE SLIDE DEPLOYED.

## **Synopsis**

A FLT ATTENDANT BLEW A SLIDE AT THE GATE.

**ACN: 790930**

## **Time / Day**

Date : 200806

## **Place**

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

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Preflight

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 790930

## **Person : 2**

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

## **Events**

Anomaly.Ground Encounters : Person  
Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Resolatory Action.None Taken : Unable

## **Assessments**

Problem Areas : Company

## **Narrative**

THE ONE PAX SVC REP THAT WAS WORKING THE FLT AGGRESSIVELY REMOVED A PAX FROM THE PLANE (FIGHT BEFORE SLAMMING THE DOOR NUMEROUS TIMES) BECAUSE THERE WAS A SEAT DUPE SITUATION AND OUT OF CONSIDERATION OF HOW ABUSIVE THE AGENT BECAME WITH THE PAX THE CREW DID NOT FEEL COMFORTABLE WITH THE AGENT'S CONDUCT AND THE DOOR (1L) WAS CLOSED WITH NO USABLE EXIT FROM THE ACFT. THE AGENT DID NOT CONFIRM WITH THE FLT CREW THAT IT WAS OK TO CLOSE (PAX WERE STANDING, BAGS WERE STOWED, BINS WERE CLOSED, AND NO EXITS WERE USABLE). HE JUST SLAMMED THE DOOR (NUMEROUS TIMES) BECAUSE HE WAS ATTEMPTING TO CLOSE THE DOOR TOO QUICKLY -- THE DOOR BOUNCED 4 SEPARATE ATTEMPTED TIMES BEFORE HE SUCCESSFULLY LATCHED THE DOOR. THE THINGS THAT WERE

BLOCKING OUR EXITS FROM THE ACFT WERE: 1L, JETBRIDGE; 1R, BAG RAMP; 2L, CATERERS; 2R, CATERERS. THIS IS THE THIRD TIME THAT AGENTS HAVE DEMANDED TO CLOSE THE DOORS WITH NO USABLE EXITS FOR CREW OR PAX.

### **Synopsis**

AN ACR FLT ATTENDANT REPORTS THAT A PAX SERVICE AGENT AGGRESSIVELY CLOSED THE ACFT DOOR LEAVING NO EXIT FOR CREW OR PAX IN AN EMER.

**ACN: 790646**

## **Time / Day**

Date : 200806

## **Place**

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

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : Commercial Fixed Wing  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Preflight

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Function.Oversight : Flight Attendant In Charge  
ASRS Report : 790646

## **Events**

Anomaly.Non Adherence : Company Policies  
Resolatory Action.Other

## **Assessments**

Problem Areas : Company

## **Narrative**

NUMBER OF INFANTS IN ONE ROW. I WAS THE PURSER ON FLT X. I FEEL THAT THERE MAY HAVE BEEN AN FAR VIOLATION WITH THE NUMBER OF INFANTS IN ONE ROW AND NOT ENOUGH OXYGEN MASKS. BELOW IS HOW THIS ALL PLAYED OUT. THE AGENT AND I HAD SYNCHRONIZED OUR WATCHES TO KNOW THE PAX BOARDING TIME OF XA25. HOWEVER, HE DECIDED TO SEND THEM DOWN ON THE JETBRIDGE AT XA20. I DID NOT LET THE 3 PAX BOARD AT THAT MOMENT AS I WAS STILL COMPLETING MY SAFETY CHKS AND IT WAS NOT XA25. I CALLED THE AGENT TO LET HIM KNOW NOT TO SEND DOWN THE REST OF THE PEOPLE AS IT WAS NOT TIME. HE CALLED ME AGAIN TO FIND OUT WHEN IT WAS TIME TO BOARD AND IT WAS NOW XA25 SO HE COULD BOARD THE PAX. I FIND THAT IF I DO NOT TELL HIM TO CALL ME BEFORE HE SENDS THE PAX DOWN TO THE PLANE AND THE TIME ALWAYS GETS PUSHED. PAX: 11B (INFANT), 34B (INFANT), 34H (INFANT), 34J (INFANT CHILD), 37J (INFANT CHILD) WERE ALL TRAVELING TOGETHER. YET CUSTOMER SVC DID NOT TRY AND GET THEM TOGETHER. THAT MEANT THAT SMALL CHILDREN WERE SEATED BY THEMSELVES. I TOLD THE PARENTS THAT WE WOULD TRY TO GET THEM CLOSER. I CALLED THE PODIUM AND CSR ANSWERED AND MAY HAVE BEEN THE SUPVR WITH CUSTOMER SVC. I TOLD THEM THAT I NEEDED HELP TO GET THE INFANTS WITH THE PARENTS AND

SMALL CHILDREN TOGETHER. IT IS A CUSTOMER SVC ISSUE. HE SAID HE WOULD COME DOWN BUT HE NEVER DID. I DO A THOROUGH BRIEFING WITH MY FLT ATTENDANTS. I UNDERSTAND THAT THE AGENTS ARE OVERWHELMED AT THE GATE. HOWEVER, I FEEL THAT MGMNT MUST RECOGNIZE THAT THE AGENTS ARE TREMENDOUSLY UNDERSTAFFED AND NOW THERE WILL BE AN FAR VIOLATION WITH THIS. THIS FAMILY WAS NOT THE ONLY FAMILY TO BE AFFECTED. 30A: (INFANT), 30B (INFANT), 30D: (INFANT CHILD), WAS ANOTHER FAMILY THAT HAD TO BE RESEATED WITH TOO MANY INFANTS AND NOT ENOUGH OXYGEN MASKS. THE SUPVR CAME DOWN PLANESIDE TO CLOSE THE DOOR BUT BINS WERE NOT ALL CLOSED AND HE HAD JUST BOARDED THE LAST MIN PAX. PLUS THE PAX ALL HAD CARRY-ON BAGGAGE THAT HAD TO BE STORED WITH THE FLT BEING FULL. THE DOOR WAS CLOSED WHEN I TOLD HIM HE COULD CLOSE IT. BUT DURING TAXI, MY TEAM FOUND ANOTHER FAMILY (BELOW) THAT WE HAD TO CHANGE AROUND AND RESEAT EVERYONE DUE TO THE LACK OF THE OXYGEN MASKS WITH THE NUMBER OF INFANTS. AS YOU CAN SEE, THERE WAS A LOT TO DEAL WITH. AT NO TIME DID WE RECEIVE HELP FROM THE CUSTOMER SVC SUPVR OR HELP FROM THE AGENT ON THE GND AS I HAD PREVIOUSLY ASKED FOR. 24D: (INFANT), 24E (INFANT CHILD) WERE ALSO AFFECTED. WE HAD TO STOP THE TAXI OUT AND RESEAT THIS FAMILY. THE ISSUES WERE FINALLY RESOLVED BUT WE PUSHED BACK WITH THIS VIOLATION. CUSTOMER SVC NEEDS TO ASSIST US IN A BETTER WAY WITH THE INFANTS AND CHILDREN. AND IT ALSO HAPPENED IN FIRST CLASS WITH 3HJ MR AND MRS X AND THEIR TWINS. WE ARE ALL OVERWHELMED WITH THE TASKS OF BOARDING. BUT NEITHER THE AGENT NOR THE FLT ATTENDANTS SHOULD BE CONSTANTLY PUSHED ON CLOSING THE DOOR EARLY WITH THESE ISSUES. I AM AMAZED THAT EVERY TIME WE LEAVE ZZZ IT IS ALWAYS EARLY FOR THE TRUE DEP TIME. YET ISSUES MAY STILL NEED TO BE RESOLVED. I AM VERY CONCERNED THAT THESE ISSUES WILL STILL CONTINUE. MGMNT NEEDS TO RECOGNIZE THAT STAFFING ON BOTH SIDES (AGENTS AND FLT ATTENDANTS) MUST BE INCREASED.

## **Synopsis**

PURSER REPORTS TOO MANY INFANTS SEATED IN ONE ROW AND INSUFFICIENT OXYGEN MASKS.



**ACN: 790540**

## **Time / Day**

Date : 200712  
Local Time Of Day : 1801 To 2400

## **Place**

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

## **Environment**

Weather Elements : Snow  
Light : Night

## **Aircraft : 1**

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

## **Component : 1**

Aircraft Component : Emergency Light

## **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 : 17  
Experience.Flight Attendant Time.Total : 20  
ASRS Report : 790540

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Resolatory Action.Flight Crew : Overcame Equipment Problem  
Resolatory Action.Other

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

THE EMER LIGHT SWITCH COVER WAS NOT ON AND AT LNDG MY FINGER HIT IT ACCIDENTALLY. NOTHING HAPPENED WITH THE LIGHTS. I HIT THE CABIN LIGHTS ON FOR DEPLANING PAX. CALLED COCKPIT AND PURSER TO RPT THE COVER IS OFF.

## **Synopsis**

CABIN ATTENDANT REPORTS COVER MISSING FROM EMERGENCY EXIT LIGHT.

**ACN: 789019**

## **Time / Day**

Date : 200806

## **Place**

Locale Reference.Airport : DEN.Airport  
State Reference : CO  
Altitude.AGL.Single Value : 0

## **Aircraft : 1**

Controlling Facilities.Tower : DEN.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : B757-200  
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  
Function.Oversight : Flight Attendant In Charge  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 789019

## **Events**

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

## **Assessments**

Problem Areas : Cabin Crew Human Performance

## **Narrative**

WHILE ACTING AS PURSER ON A B757 ACFT WITH A TOTAL OF 4 FLT ATTENDANTS, THE FLT WAS FULL AND BOARDING WAS VERY RUSHED. I MANAGED TO GET THE PREDEPS DONE AND COORD A FEW BAG ISSUES FOR WHICH THE CSR'S HAD TO START CHKING BAGS. I CONFIRMED WITH BOTH MR X AND MS Y THAT THE EXIT ROWS HAD BEEN BRIEFED PRIOR TO THE DOOR'S CLOSING. WHILE THE CSR CLOSED DOOR 2L, I WAITED. WHEN THE JETWAY WAS PULLED I ANNOUNCED FOR THE FLT ATTENDANTS TO ARM DOORS FOR DEP. WE PUSHED BACK SHORTLY AFTER XA09. I BECAME DISTR BY CUSTOMER REQUESTS AS I MADE MY WAY TO DOOR 1. I MADE MY WAY UP AND LET THE PLTS KNOW THAT THE CABIN WAS SECURE. THEY ACKNOWLEDGED ME AND I CLOSED THE COCKPIT DOOR. WE PERFORMED THE SAFETY DEMO AND CONDUCTED OUR SAFETY CHKS. I SAT IN MY JUMPSEAT. THE CAPT ANNOUNCED 'FLT ATTENDANTS PREPARE FOR TKOF.' APPROX 30 SECONDS PRIOR TO BEGINNING THE TKOF ROLL,

I NOTICED THAT I HAD NOT ARMED DOORS 1L AND 1R. WHY? I WAS DISTR FROM MY SAFETY DUTIES WITH CUSTOMER REQUESTS (NOTING I WALKED PAST 24 PAX AS I MADE MY WAY UP TO DOOR 1). WHAT ACTION WAS TAKEN? I QUICKLY ARMED 1L AND 1R AND RETURNED TO MY JUMPSEAT. WHAT WAS THE OUTCOME? WE TOOK OFF AND COMPLETED THE FLT AS NORMAL. ADDITIONAL INFO: IN THE PAST, I HAVE BEEN PURSER ON A B757 'UNDERSTAFFED' TO 4 FLT ATTENDANTS.

### **Synopsis**

B757 FA NOTICES THAT DOORS 1L AND R HAVE NOT BEEN ARMED AS THE ACFT TAKES THE RWY FOR DEPARTURE AND ARMS THEM.

**ACN: 763303**

## **Time / Day**

Date : 200711

## **Place**

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

## **Aircraft : 1**

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

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 763303

## **Events**

Anomaly.Non Adherence : Company Policies  
Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Company

## **Situations**

## **Narrative**

AUGMENTED STAFFING FOR ENTIRE TRIP REQUIRED 6 FLT ATTENDANTS DUE TO LONG DUTY TIME. PURSER ON THE FLT ADVISED CREW SCHEDULER THAT ONLY 5 FLT ATTENDANTS WERE ON BOARD FOR THE TRIP AND THAT WE WERE NOT LEGALLY STAFFED ACCORDING TO THE FLT MANUAL. AFTER A LENGTHY DISCUSSION WITH THE PURSER OTHER FLT ATTENDANTS AND SCHEDULER, WE WERE ADVISED BY THE SCHEDULER THAT WE WOULD HAVE TO WORK THE FLT WITH 5 FLT ATTENDANTS. THE SCHEDULER WAS ASKED IF SHE WAS GIVING US A DIRECT ORDER. SHE SAID YES AND SO WE ADVISED HER THAT WE WOULD WORK UNDER PROTEST AND THAT WE WERE UNDERSTAFFED ACCORDING TO THE FLT MANUAL. WE DID NOT HAVE ACCESS TO A COMPUTER AT THE TIME BUT UPON RETURN FROM THE TRIP I PULLED UP REQUIREMENTS AND THE PRINT UP UNDER COMMENTS STATED 'AUGMENTED STAFFING REQUIRED: FLT XX NEEDS: 6 FLT ATTENDANTS.'

## **Synopsis**

A FLT ATTENDANT REPORTS THE ACR FORCED THE FLT ATTENDANT CREW TO DEPART ONE FLT ATTENDANT SHORT OF THE REQUIRED NUMBER ON A LONG DUTY TIME FLT.

**ACN: 763302**

## **Time / Day**

Date : 200711

## **Place**

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

## **Aircraft : 1**

Operator.Common Carrier : Air Carrier  
Make Model Name : B747-400  
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 : 763302

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 763298

## **Person : 3**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 763327

## **Events**

Resolatory Action.None Taken : Anomaly Accepted

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Company

## **Situations**

## **Narrative**

I WAS THE PURSER AND AFTER REACHING THE GATE I ANNOUNCED FOR THE FLT ATTENDANTS TO DISARM THEIR DOORS AND SIMULTANEOUSLY TURNED ON THE CABIN LIGHTS. I STARED AT MY DOOR. I THINK I LOOKED AT IT 3 TIMES AND JUST AS CUSTOMER SVC APCHED TO KNOCK ON THE WINDOW, I REALIZED THE DOOR WAS STILL ARMED! I QUICKLY DISARMED IT AND STOOD THERE SHAKING

AS I REALIZED WHAT COULD HAVE HAPPENED! I HAD TAKEN FIRST BREAK, WHICH I NORMALLY DON'T DO. BY THE END OF THIRD BREAK I DIDN'T FEEL VERY ALERT AT ALL. IN FACT I COULD BARELY KEEP MY EYES OPEN. THIS AMOUNT OF FATIGUE IS SCARY AND THIS WAS A REAL EYE OPENER. SUPPLEMENTAL INFO FROM ACN 763298: ACR'S DIRECTIVE OF REQUIRING 3 CREW REST BREAKS ON AN ALL NIGHT NON STOP FLT OF SUCH LONG DURATION IS CREATING AN UNSAFE WORK ENVIRONMENT FOR BOTH WORKING CREWS AND OUR PAX. OUR ENTIRE CREW WAS EXHAUSTED ON ARR IN ZZZZ AND IN THE EVENT OF AN EMER I DARE SAY WOULD NOT AND COULD NOT HAVE RESPONDED AS QUICKLY AS WE HAVE BEEN TRAINED TO DO DUE TO EXTREME FATIGUE. I PERSONALLY WAS SO OVERTIRED DUE TO A SHORT CREW REST BREAK AND HAVING BEEN IN FIRST BREAK THAT I FELT DIZZY AND ALMOST DELIRIOUS. I HAD TO CHK, DOUBLE CHK, AND TRIPLE CHK THAT MY DOOR WAS DISARMED AND THAT MY FLYING PARTNER'S DOOR WAS DISARMED. TWO OF US HAD TO PERFORM POST FLT SAFETY TO BE CERTAIN ALL DOORS WERE DISARMED, LAVS UNOCCUPIED AND OPENED AND THAT ALL PAX WERE OFF THE ACFT. UPON ARR AT THE HOTEL I WAS ALSO SO OVERTIRED I WAS UNABLE TO SLEEP, EVEN THOUGH THAT'S ALL I WANTED AND NEEDED TO DO. I HAVE FLOWN THIS TRIP FOR YEARS AND I HAVE NEVER FELT THIS PHYSICALLY EXHAUSTED. I HAD NAPPED DURING THE DAY OF THE TRIP AND FELT FINE AT BRIEFING. FURTHERMORE, IN OUR FAOM THE PARAGRAPH FOLLOWING THE BREAK DIRECTIVE IS A FLT ATTENDANT COVERAGE RATIO. DOING TWO BREAKS FROM ZZZ TO ZZZZ EXCEEDS THAT COVERAGE RATIO. WE DO OUR BEST TO MAKE OUR PAX HAVE AN ENJOYABLE FLT BUT MORE IMPORTANTLY WE NEED TO ENSURE A SAFE FLT STAFFED BY ALERT AND READY FOR ANY SITUATION FLT ATTENDANTS. SITUATIONAL AWARENESS IS AN IMPORTANT PART OF OUR JOBS, THESE DAYS ONE OF THE MOST IMPORTANT PARTS OF OUR JOBS. SUPPLEMENTAL INFO FROM ACN 763327: PAX REPORTED TO FLT ATTENDANTS UPON DEPLANING THAT A FEMALE PAX HAD FALLEN AND NEEDED ASSISTANCE. FLT ATTENDANTS QUICKLY PROVIDED OXYGEN, EMOTIONAL SUPPORT AND A READY AED. GND STAFF CALLED FOR EMER MEDICAL PROFESSIONALS FROM THE FRONT DOOR AS THE COCKPIT CREW HAD ALREADY LEFT THE COCKPIT. MY QUESTION IS: SHOULD ACR DISCIPLINE FLT ATTENDANTS FOR TAKING TWO REST BREAKS INSTEAD OF THREE REST BREAKS GIVEN THAT WE ARE FIRST RESPONDERS FOR ALL MEDICAL EMERS WHILE ON DUTY? FLT TIME IS 14.5 HOURS. CALLBACK CONVERSATION WITH RPTR 763298 REVEALED THE FOLLOWING INFO: REPORTER STATED THAT THE CURRENT ACR REST POLICY BEING ENFORCED IS 3 3.25 HOURS BREAKS. THE FLT ATTENDANTS WERE SCHEDULING THEIR OWN BREAKS AT A 2 4.5 HOUR BREAK ROTATION BUT THE ACR IS DEMANDING THE THREE SHORTER BREAKS FOR PASSENGER SVC REASONS. THE FLT IS ESSENTIALLY ALL NIGHT SO MANY PEOPLE ARE ASLEEP ANYWAY. FIFTEEN FLT ATTENDANTS ARE NOW A NORMAL CREW COMPLEMENT FOR A 17.5 HOUR DUTY DAY THAT STARTS AT NIGHT AND ENDS AT NIGHT. THE CUMULATIVE FATIGUE LEAVES ALL CREW MEMBERS FEELING INEFFECTUAL AT THE FLT'S TERMINATION. ADDING A PROBLEM TO THE MIX, SUCH AS A PAX MEDICAL EMER IN THIS CASE, MAKES THE SITUATION EVEN WORSE.

## **Synopsis**

FLT ATTENDANTS QUESTION AN ACR'S INFLT REST POLICY REQUIRING 3 SHORT BREAKS VS 2 LONGER BREAKS ON LONG FLTS. THE CREW FEELS MORE RESTED AND SAFE WITH 2 BREAKS.



**ACN: 763300**

## **Time / Day**

Date : 200711  
Local Time Of Day : 1801 To 2400

## **Place**

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

## **Aircraft : 1**

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

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 763300

## **Person : 2**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
Qualification.Flight Attendant : Currently Qualified  
ASRS Report : 763301

## **Events**

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

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Company

## **Situations**

## **Narrative**

WE WERE SCHEDULED TO WORK FLT XX FROM ZZZ TO ZZZ1 THEN LAYOVER FOR OVER 28 HOURS. WE WERE DRAFTED TO WORK FLT XY DIRECTLY BACK FROM ZZZ1 TO ZZZ2 AS SOON AS WE WERE ABLE TO DEPLANE OUR PAX. WE HAD ABSOLUTELY NO REST BREAK AT ANY TIME DURING THE 11 HOURS 12 MINUTES OF ACTUAL FLT TIME OR THE 13 HOURS 22 MINUTES OF DUTY TIME AS WE IMMEDIATELY BEGAN BOARDING THE NEW FLT. OUR TOTAL FLT TIME FOR THAT DUTY DAY WENT FROM SCHEDULED 606 TO 1112. ALL THREE OF US WERE UNPREPARED TO WORK SO LONG. WE HAD NOT TAKEN NAPS OR SLEPT IN LATE. IF WE HAD AN EMER SITUATION WE WOULD NOT HAVE BEEN AT OUT BEST. I

BELIEVE IT WAS AN UNSAFE SITUATION AND ONE THAT COULD HAVE BEEN PREVENTED. SUPPLEMENTAL INFO FROM ACN 763301: NOT HAVING PLANNED FOR THIS KIND OF 'TURN' (GETTING PROPER REST BEFORE A TRIP AND ALSO EXPECTING TO GO ON A LAYOVER) RESULTED IN EXHAUSTION AND NOT FEELING THAT I WOULD BE ABLE TO EXECUTE MY SAFETY RESPONSIBILITIES CLEAR HEADED IF NECESSARY. WITH THE HOURS INVOLVED HERE AND OVER 11 HOURS OF FLT TIME WITHOUT A MOMENT'S REST SEEMED TO SURPASS SAFETY AT ALL COSTS. CALLBACK CONVERSATION WITH RPTR ACN 763300 REVEALED THE FOLLOWING INFO: THE REPORTER STATED THAT THE SECOND FLT TO WHICH SHE WAS ASSIGNED HAD DIVERTED EARLIER AND WHEN IT FINALLY REACHED ITS DESTINATION 3 OF THE 5 FLT ATTENDANTS WERE ILLEGAL TO PROCEED ON THE RETURN FLT. SINCE THE REPORTER'S CREW WAS LEGAL THE ACR ORDERED 3 OF THEM TO JOIN THE OTHER CREW ON ITS TRIP. THE REPORTER WAS NOT PREPARED FOR SUCH A LONG DUTY DAY: DID NOT REST PRIOR TO CHECK IN, WAS NOT GIVEN A REST PERIOD ON THE FIRST FLT, AND WOULD NOT BE GIVEN A REST ON THE NEXT FLT. BOTH ACFT IN THIS EVENT WERE FULL B757-200'S.

### **Synopsis**

A FLT ATTENDANT REPORTS A SCHEDULE CHANGE AFTER ARRIVAL AT THEIR RON DESTINATION REQUIRED AN IMMEDIATE DEPARTURE AND A TOTAL DUTY DAY OF 13+22 HOURS WITH NO BREAK.

**ACN: 757670**

## **Time / Day**

Date : 200709  
Local Time Of Day : 1201 To 1800

## **Place**

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

## **Environment**

Light : Daylight

## **Aircraft : 1**

Controlling Facilities.ARTCC : ZZZ.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.Cruise : Level

## **Component : 1**

Aircraft Component : Oxygen System/Pax

## **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 : 8  
Experience.Flight Attendant Time.Total : 8  
Experience.Flight Attendant Time.Type : 60  
ASRS Report : 757670

## **Events**

Anomaly.Aircraft Equipment Problem : Critical  
Anomaly.Other Anomaly  
Consequence.Other  
Consequence.Other : Physical Injury

## **Assessments**

Problem Areas : Aircraft  
Problem Areas : Chart Or Publication  
Problem Areas : Company

## **Situations**

Publication : MEL Not Adequate

## **Narrative**

O2 DECOMPRESSION DUE TO AIR CONDITIONING BEING DEFERRED FOR SEVERAL DAYS PRIOR TO INCIDENT FOR AIR PACKS. ONLY WENT WITH 1 GOOD AIR PACK. CONDENSATION WAS HORRIBLE WHICH LED TO GREY SMOKE IN VENTS PRIOR TO LOSING ONLY AIR PACK. THIS PLANE HAD MULTIPLE PROBLEMS, NOT INCLUDING AIR MASK DID NOT DROP DURING RAPID DECOMPRESSION. SHOULD NOT HAVE TRAVELED THIS FAR AND BACK WITH ONLY 1 AIR PACK.

## **Synopsis**

AN MD80 ACFT FLYING SEVERAL DAYS WITH ONLY ONE PACK OPERATING EXPERIENCED RAPID DECOMPRESSION, AND THE OXYGEN MASKS FAILED TO DEPLOY.

**ACN: 757178**

## **Time / Day**

Date : 200709  
Local Time Of Day : 1801 To 2400

## **Place**

Locale Reference.Navaid : ZZZ.BCSTN  
State Reference : US

## **Environment**

Light : Night

## **Aircraft : 1**

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

## **Component : 1**

Aircraft Component : Cabin Entertainment

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : On Duty  
ASRS Report : 757178

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Other Anomaly  
Resolatory Action.Flight Crew : Declared Emergency  
Resolatory Action.Flight Crew : Diverted To Another Airport  
Resolatory Action.Flight Crew : Landed In Emergency Condition  
Consequence.Other

## **Assessments**

Problem Areas : Aircraft

## **Narrative**

ELECTRICAL SMELL NOTED WHILE DELIVERING MEALS. FLT ATTENDANT #2 STARTED LOOKING FOR SOURCE AND REQUESTED ALL COMPUTERS BE TURNED OFF. I STARTED LOOKING ON LH SIDE FOR SOURCE OF SMELL WHEN BIG GREY PUFF OF SMOKE CAME UP BETWEEN SEATS. MOTHER GRABBED CHILD SITTING THERE AND JUMPED UP SHOUTING 'FIRE.' FLT ATTENDANT #2 RAN FOR EXTINGUISHER. I CALLED COCKPIT IMMEDIATELY. FLT ATTENDANT #10 GOT ON HANDS AND KNEES SEARCHING FOR FIRE AND FEELING FLOOR AREA WHERE SMOKE CAME FROM. THERE WAS A LOUD POP AND VIDEO UNITS SHUT

THEMSELVES OFF THEN WENT BACK ON. I CALLED PURSER TO TURN OFF POWER TO POWER PORTS. FO CAME BACK AND DETERMINED THERE WAS NO FIRE SO WE CONTINUED ON TO DIVERT ARPT. FIRE DEPT MET AIRCRAFT. MAINT CUT POWER TO THAT SECTION AND WE CONTINUED ON TO DEST. NO EMER EQUIPMENT WAS USED. FLT ATTENDANT #10 COMPLAINED OF SORE THROAT FROM BEING EXPOSED TO SMOKE.

### **Synopsis**

A B777 FLT ATTENDANT REPORTS ELECTRICAL SMOKE AND FUMES FROM A CABIN VIDEO/POWER PORT. AN EMER WAS DECLARED WITH A DIVERSION TO A NEARBY ARPT FOR MAINT.

**ACN: 750706**

## **Time / Day**

Date : 200708

## **Place**

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

## **Aircraft : 1**

Controlling Facilities.Tower : ZZZ.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : Regional Jet 200 ER&LR  
Operating Under FAR Part : Part 121  
Flight Phase.Ground : Preflight

## **Person : 1**

Affiliation.Company : Air Carrier  
Function.Flight Attendant : Off Duty  
Function.Observation : Passenger  
ASRS Report : 750706

## **Events**

Anomaly.Non Adherence : Company Policies  
Anomaly.Non Adherence : FAR  
Anomaly.Non Adherence : Published Procedure  
Resolatory Action.None Taken : Detected After The Fact  
Consequence.Other : Company Review  
Consequence.Other : Emotional Trauma

## **Assessments**

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

## **Narrative**

MY FATHER AND I WERE BOTH FLYING STANDBY FOR PLEASURE. WE WERE TOLD, BY THE CUSTOMER SVC AGENT CHKING US IN, TO MAKE SURE THE AGENT AT THE GATE INFORMED RAMP TO BOARD OUR BAGS WHEN GIVEN SEATS, AS OUR BAGS WOULD NOT BE BOARDED UNLESS WE WERE. AFTER BEING GIVEN SEATS FOR THIS FLT MY FATHER SAID HE NOTICED ONLY HIS LARGE FISHING ROD CASE HAD BEEN BOARDED. I THEN APPROACHED THE AGENT AND ASKED IF HE COULD FIND OUT WHETHER OUR 3 BAGS HAD BEEN BOARDED. THE AGENT TOLD ME THEY PROBABLY HADN'T SCANNED THE BAGS YET AND THERE WOULD BE NO WAY OF KNOWING. I THEN ASKED IF I COULD GO OUT AND CHECK THE PIT TO SEE IF ALL OUR BAGS WERE THERE, AS WE WERE VACATIONING TO A VERY REMOTE FISHING LODGE AND WE WOULD BE HELPLESS WITHOUT OUR BAGS. I SHOWED HIM MY FA

BADGE AS WELL AS MY ARPT BADGE. HE SAID I COULD GO OUT AND GAVE ME THE CODE FOR THE JETWAY. PLEASE NOTE THAT THE JETWAY IS NO MORE THAN 10 FT FROM THE PIT WHERE A RAMP AGENT WAS STANDING. THE RAMP AGENT SAW ME AS I CAME FROM THE JETWAY, BADGE IN FULL VIEW AROUND MY NECK. I APPROACHED HIM, SHOWED HIM MY BADGES, AND ASKED IF IT WOULD BE OK TO CHECK THE PIT TO SEE IF ALL OUR BAGS HAD BEEN BOARDED. HE SAID YES AND WALKED WITH ME AROUND THE CONVEYOR TO THE PIT DOOR. WE BOTH LOOKED IN AND SPOKE WITH ANOTHER AGENT WHO WAS SITTING IN THE PIT. WE COULD ONLY LOCATE TWO BAGS AND THE FISHING ROD CASE. I THEN ASKED IF IT WOULD BE OK TO CHECK IN THE PIT AS I WAS VERY UNSETTLED ABOUT LOSING THE THIRD BAG. THE AGENT SAID OK AND I CLIMBED IN THE PIT. BOTH THE AGENT IN THE PIT AND I LOOKED FOR THE BAG. WE FINALLY FOUND IT. I SAID THANK YOU AND PROCEEDED TO EXIT THE PIT AND WALK THE 10 FT BACK TO THE JETWAY. AS I APPROACHED THE JETWAY I NOTICED A PLT WALKING INSIDE THE JETWAY TOWARD THE ACFT. HE LOOKED PUZZLED. I HELD UP MY BADGE AND WAVED. I THEN OPENED THE JETWAY DOOR AND THE PLT HAD SINCE BOARDED THE ACFT. I WALKED OUT INTO THE WAITING AREA THANKING THE CUST SVC AGENT AND LETTING HIM KNOW ALL OUR BAGS HAD BEEN BOARDED. ABOUT 8 MINS LATER THE SAME PLT APPROACHED ME IN THE WAITING AREA AND ASKED IF HE COULD SPEAK TO ME. I SAID SURE, AND FOLLOWED HIM TO THE PODIUM. HE THEN ASKED WHAT I WAS DOING OUT THERE. I SAID I WANTED TO MAKE SURE OUR BAGS HAD BEEN BOARDED AS WE WERE FLYING STANDBY. HE THEN TOLD ME I WAS NOT ALLOWED OUT THERE. I SHOWED HIM MY ARPT BADGE AND SAID I WAS UNAWARE THAT I HAD VIOLATED ANY POLICY AS I HAD PERMISSION FROM BOTH THE GATE AGENT AND THE RAMP AGENT TO CHECK THE BAGS. I TOLD HIM THAT I WAS ON THE RAMP IN VIEW AND WITH THE RAMP AGENTS AT ALL TIMES. HE APPEARED VERY UNNERVED AND ASKED FOR MY NAME AND FILE NUMBER. HE TOLD ME THAT I HAD BREACHED SECURITY AND THAT ALL BAGS WOULD HAVE TO BE UNLOADED AND THE FLT DELAYED. I APOLOGIZED AND SAID ONCE AGAIN THAT I HAD NO IDEA THAT I HAD BREACHED SECURITY. FOR THE NEXT 20 MINS OR SO I SAT WITH MY FATHER IN THE GATE AREA NOTICING MANY SUPERVISOR, OR SO IT SEEMED, BECAUSE OF THEIR RADIOS AND DISCUSSIONS TAKING PLACE. IT WAS AFTER THE PLANE HAD BOARDED THAT I WAS TOLD BY A SUPERVISOR, ALTHOUGH HE NEVER SAID HIS NAME NOR IDENTIFIED HIMSELF, THAT MY SUPERVISOR HAD BEEN CALLED AND WOULD BE HERE SHORTLY AND THAT I WOULD NOT BE ABLE TO FLY COMPANY FOR THE REST OF THE DAY. AT THAT POINT I BECAME VERY EMOTIONAL AS I HAD NEVER INTENDED TO BREAK ANY RULES AND WAS ONLY TRYING TO REASSURE MY FATHER THAT ALL THE BAGS WERE ON. I EXPLAINED THAT I WAS NEVER OUT OF VIEW OF THE RAMP AGENTS AND COULDN'T UNDERSTAND WHY THE PLT WAS SO FURIOUS WITH ME. I APOLOGIZED ONCE AGAIN FOR THE SITUATION AND EXPLAINED THAT I WOULD HAVE NEVER EVEN ASKED IF I THOUGHT THAT I WAS DOING SOMETHING WRONG. I WAS COMPLETELY UNAWARE THAT THIS WAS A VIOLATION AS TOLD BY THE PLT AND THE OTHER GENTLEMAN AT ACR. SUPVR THEN ASKED IF ANYONE ELSE SPOKE WITH ME AT ACR. I SAID NO, OTHER THAN THE MAN WHO CONFERENCED WITH MR. X. HE NEVER INTRODUCED HIMSELF NOR IDENTIFIED HIS POSITION. I THEN JOINED MY FATHER AT BAGGAGE CLAIM AND WENT HOME.

## **Synopsis**

AN ACR FA NOT IN UNIFORM BUT BADGED FOR THIS ARPT ENTERED THE RAMP TO CHECK ON PERSONAL BAGS LOADED ON THE ACFT. A SECURITY VIOLATION WAS FILED.



**ACN: 750699**

## **Time / Day**

Date : 200708

Day : Sun

## **Place**

Locale Reference.Airport : ZZZ.Airport

State Reference : US

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 : Preflight

## **Component : 1**

Aircraft Component : Indicating and Warning - Landing Gear

## **Person : 1**

Affiliation.Company : Air Carrier

Function.Flight Attendant : On Duty

Qualification.Flight Attendant : Currently Qualified

ASRS Report : 750699

## **Person : 2**

Affiliation.Company : Air Carrier

Function.Controller : Supervisor

## **Events**

Anomaly.Aircraft Equipment Problem : Critical

Anomaly.Cabin Event.Other

Anomaly.Maintenance Problem : Improper Maintenance

Anomaly.Non Adherence : FAR

Independent Detector.Other.Flight CrewA : 1

Resolatory Action.Other

Consequence.Other

## **Maintenance Factors**

Maintenance.Contributing Factor : Briefing

Maintenance.Contributing Factor : Schedule Pressure

Maintenance.Performance Deficiency : Fault Isolation

Maintenance.Performance Deficiency : Inspection

Maintenance.Performance Deficiency : Non Compliance With Legal Requirements

Maintenance.Performance Deficiency : Repair

## **Assessments**

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

## Situations

### Narrative

WE GOT ON AND DID OUR SAFETY CHKS. THE CREW SET UP THE GALLEY AND CAME FORWARD TO TALK WHILE WE WAITED UNTIL BOARDING TIME. APPROX 2 MINS PRIOR TO BOARDING WE WENT TO GET INTO POSITION AND THIS IS THE FIRST TIME WE NOTICED WATER ON THE FLOOR IN THE REAR OF THE ACFT. WE IMMEDIATELY INFORMED THE CAPT THAT ABOUT 1 INCH OF WATER WAS POOLED IN THE GALLEY AND CREEPING INTO THE CABIN. BY THE TIME THE PROB WAS FIGURED OUT THE WATER WAS UP TO ROW 20. THIS ARPT APPARENTLY DOESN'T OWN A SHOP VAC TO REMOVE THE WATER AND THE COMPANY THAT OUR COMPANY CONTRACTS WITH WAS UNAVAILABLE. THE WATER REMAINED IN THE CABIN FOR 2 HOURS BEFORE A SHOP VAC WAS LOCATED AND IT WAS VACUUMED OUT. THE FLOORS WERE STILL SOPPING WET AND THE GALLEY WAS SLIPPERY. WE USED MOST OF THE BLANKETS TO HELP SOAK UP THE WATER BUT TO NO AVAIL. THE MECHANIC ASSURED US (FLT ATTENDANTS) THAT THERE WASN'T ANY ELECTRICAL WIRES THAT WOULD BE AFFECTED BY THE WATER. A MAN CAME UP FROM THE BAGGAGE LOADING SECTION AND COMPLAINED ABOUT ALL THE WATER POURING FROM THE PIT. THE FLT ATTENDANTS WERE DISTINCTLY UPSET AND UNCOMFORTABLE ABOUT TAKING THIS AIRPLANE, BUT WERE ASSURED BY ALL THAT IT WAS PERFECTLY SAFE. THE FIRST PAX ON BOARD PROMPTLY SLIPPED IN THE GALLEY TRYING TO USE THE BATHROOM. ALL THE PAX SITTING IN ROWS 20 THRU 26 HAD WET BAGS AND FEET. THEY ASKED FOR SOME TYPE OF COMPENSATION AND ZZZ1 TOLD THEM THAT ZZZ2 WOULD TAKE CARE OF THEM. WHEN WE ARRIVED ZZZ2 SAID THAT THESE PEOPLE'S NEXT DEST WOULD TAKE CARE OF IT, PASSING THE BUCK IT WOULD SEEM! THE WATER CONTINUED TO DRIP THROUGHOUT THE FLT. THE NEXT DAY WE GOT ON BOARD AND DID OUR SAFETY CHKS. THE CABIN CREW SET UP THE GALLEY AND HAD COME FORWARD TO CHAT. I WAS TESTING THE SAFETY VIDEO AND NOTICED THAT WE STILL HAD JULY'S MOVIES. THAT'S WHEN IT OCCURRED TO ME THAT THIS MIGHT BE THE SAME PLANE AS BEFORE. I CHKED THE RECORDS AND SURE ENOUGH, IT WAS THE SAME PLANE NUMBER. I INFORMED THAT CAPT OF OUR PREVIOUS PROBLEM AND HE SEEMED INCREDULOUS ABOUT THE WHOLE THING. THEN RIGHT BEFORE BOARDING, THE WATER STARTED TO POUR IN AGAIN. WE INFORMED THE CAPT IMMEDIATELY AND HE GOT TO SEE WITH HIS OWN EYES WHAT HAD HAPPENED TO US THE PREVIOUS DAY. HE MADE THE DECISION TO REFUSE THE PLANE BASED ON THE FACT THAT THE PLANE HAD NEVER BEEN FULLY INSPECTED AFTER THE FIRST INCIDENT. HE WANTED THE PANELS PULLED OUT TO MAKE SURE THERE WASN'T ANY DAMAGE FROM ALL THE STANDING WATER. I'M SURE HE HAD OTHER REASONS ONLY PLTS KNOW ABOUT. CALLBACK CONVERSATION WITH RPTR REVEALED THE FOLLOWING INFO: RPTR STATED THAT CLEAR WATER, NOT BLUE WATER, WAS LEAKING FROM THE LH AFT-FWD LAV, WHICH IS JUST FWD OF THE LH AFT ENTRY DOOR. THE WATER WAS ALSO POOLING AND SATURATING THE CABIN FLOOR. IT WAS NOTED BY THE FLT ATTENDANT THAT WHENEVER THE APU WAS STARTED AND RUNNING, THE WATER STARTED FLOWING OUT FROM UNDER THE TOILET. AFTER THE SECOND INCIDENT OF WATER LEAKING AND NO FIX FOR THE CAUSE THE CAPTAIN REFUSED THE ACFT. SUBSEQUENTLY, THE ACFT WAS SUPPOSED TO BE FERRIED TO A LARGER MAINT STATION, BUT ENDED UP DIVERTING TO ANOTHER ARPT, DUE TO LOUD THUMPING AND BUMPING NOISES

IN THE FWD PIT. THE ALTERNATE ENROUTE STATION FOUND THAT THE CONTAINER HOLDING THE TOILET, FROM THE LEAKING LAV, WAS NOT SECURED IN THE FWD PIT AND WAS BOUNCING AROUND. THE RPTR STATED THE ISSUE OF CONTRACT MAINT NOT EVEN INVESTIGATING THE POSSIBLE LOCATION(S) OF THE WATER LEAK PRIOR TO FURTHER REVENUE FLIGHTS WAS UPSETTING TO THE CABIN AND COCKPIT CREW.

### **Synopsis**

AN AIRBUS A320 HAD AN AFT GALLEY WATER LEAK. ABOUT 1 INCH OF WATER POOLED IN THE AFT GALLEY, FLOWED INTO THE CABIN, AND LEAKED INTO THE AFT CARGO PIT.

**ACN: 741212**

## **Time / Day**

Date : 200706  
Day : Sat  
Local Time Of Day : 1801 To 2400

## **Place**

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

## **Aircraft : 1**

Controlling Facilities.Tower : ZZZ.Tower  
Operator.Common Carrier : Air Carrier  
Make Model Name : B737-700  
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  
ASRS Report : 741212

## **Events**

Anomaly.Cabin Event.Other  
Resolatory Action.None Taken : Insufficient Time  
Consequence.Other : Physical Injury

## **Assessments**

Problem Areas : Cabin Crew Human Performance  
Problem Areas : Company

## **Narrative**

BOARDING COMPLETED, AGENT READY TO CLOSE DOOR, I ANNOUNCED OVER THE PA 'FLT ATTENDANT READY CABIN FOR DOOR CLOSURE,' WENT AND ARMED R1. I WAS JUST GETTING READY TO CLOSE L1, AND IT OCCURRED TO ME THAT I HAD NOT BEEN CATERED YET. I RAN OVER TO DISARM R1. I WAS ABLE TO REMOVE THE GIRT BAR FROM THE FLOOR, BUT AS I WAS TRYING TO SECURE THE GIRT BAR INTO THE DOOR, THE CATERER OPENED THE DOOR. HE DID NOT KNOCK AND THE RED STRAP WAS ACROSS THE WINDOW. I YELLED THROUGH THE CRACKED DOOR FOR THE CATERER TO STOP AS THE DOOR WAS NOT DISARMED YET AND I NEEDED TO FINISH SECURING THE GIRT BAR TO THE DOOR. MY R WRIST AND FOREARM WERE INJURED AS I WAS TRYING TO SECURE WHILE HE WAS OPENING THE DOOR. THE CATERER WAS MOVING IN 'HYPER MODE' WAY TOO QUICKLY. WE MENTIONED TO HIM TO SLOW DOWN A BIT. A QUICK NOTE, JUST PRIOR TO THIS BOARDING, ENRTE TO ZZZ WE WERE EXPERIENCING A SCARY MEDICAL AND

WERE ALL STILL SHAKEN FROM THE EXPERIENCE. MY NERVES DID NOT SETTLE DOWN UNTIL 1/2 WAY TO ZZZ. PLEASE NOTE THAT THE SLIDE NEVER DEPLOYED, BUT I WAS NEVER ABLE TO PROPERLY SECURE THE GIRT BAR PRIOR TO R1 BEING OPENED.

### **Synopsis**

CATERING OPENED CABIN DOOR OF B737-700 PRIOR TO DOOR BEING FULLY DISARMED. FA WAS ABLE TO DETACH GIRT BAR BEFORE ESCAPE SLIDE DEPLOYED.

**ACN: 741133**

## **Time / Day**

Date : 200705  
Day : Mon  
Local Time Of Day : 0601 To 1200

## **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 : B737-800  
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 : Currently Qualified  
ASRS Report : 741133

## **Events**

Anomaly.Cabin Event.Other  
Resolatory Action.Other

## **Assessments**

Problem Areas : Passenger Human Performance

## **Narrative**

CUST SVC AGENT ADVISED CREW PRIOR TO DOOR CLOSURE THAT CUSTOMER IN XD (MR X) HAD HIS OWN OXYGEN CONCENTRATOR (INDOGEN?...VERIFIED AS ONE THAT IS ALLOWED) AND THAT THE BATTERY PWR MAY NOT LAST FOR THE ENTIRE FLT. I CHKED WITH MR AND MRS X TO SEE JUST HOW MUCH BATTERY PWR WAS LEFT, AND THE CHARGER SHOWED THERE TO BE 82% BATTERY PWR REMAINING. I THEN ASKED THEM HOW LONG THE BATTERY NORMALLY LASTS AND WAS TOLD 5 HRS. WITH A FLT TIME OF 5+35, I LET THE CAPT AND OTHER CREW KNOW ABOUT THE SITUATION. WE DECIDED TO TAKE THE CUSTOMERS, KNOWING THAT WE WOULD EVENTUALLY NEED TO USE THE PORTABLE OXYGEN BOTTLES ON BOARD. AFTER ABOUT 2 HRS INTO THE FLT, MRS X RANG HER CALL LIGHT AND ADVISED THE 'BATTERY LOW' LIGHT WAS FLASHING ON THE CONCENTRATOR. A BOTTLE OF THERAPEUTIC OXYGEN WAS RETRIEVED AND MR X BEGAN USING THE BOTTLE WITH HIS OWN CANULA WITH THE VALVE ONLY OPENED ABOUT HALF WAY (WHEN OPENED FULLY, MR X COMPLAINED THAT THE FLOW WAS TOO MUCH). I ADVISED THE FLT DECK AND WAS ASKED BY THE CAPT

IF MEDICAL SHOULD BE NOTIFIED. I TOLD HIM THAT IT WAS MY OPINION THAT MR X WAS FINE SO LONG AS HE WAS ON THE OXYGEN, AND THAT UNLESS ABSOLUTELY NECESSARY, THERE WAS NO NEED TO NOTIFY MEDICAL. WITH A LITTLE OVER 3 HRS OF FLT TIME REMAINING, WE CONTINUED TO SWITCH FROM ONE POB TO ANOTHER AS EACH ONE REACHED THEIR RESPECTIVE MINIMUM LEVELS (I DID LET THE THERAPEUTIC BOTTLE GO BELOW 250 PSI, AS I WAS DISTR FOR A BIT BY A CUSTOMER IN THE MAIN CABIN WHO WANTED TO SPEAK TO THE FLT ATTENDANT IN CHARGE REGARDING A COMPLAINT), BUT THE DECOMPRESSION BOTTLES WERE TAKEN DOWN TO 1500 PSI, AND THE FLT ATTENDANT MOBILITY BOTTLES WERE TAKEN DOWN TO 1000 PSI EACH. CAPT WAS NOTIFIED WITH EACH BOTTLE SWITCH, AND ADVISED THAT IF WE SHOULD RUN THROUGH THE LAST 2 POBS, THAT WE WOULD HAVE TO DROP ALT TO 25000 FT AND THAT WE WOULD NOT HAVE ENOUGH FUEL TO MAKE IT TO DEST. AT THIS POINT, WE WERE RUNNING THROUGH THE OXYGEN BOTTLES FAIRLY RAPIDLY. I ASKED THE CAPT IF HE THOUGHT IT WAS POSSIBLE FOR US TO USE THE ELECTRICAL OUTLETS IN THE GALLEY TO RECHARGE THE BATTERY OF THE CUSTOMER'S OXYGEN CONCENTRATOR. THE CAPT ADVISED THAT IT WAS OKAY TO USE THE OUTLET, AND I TOLD HIM THAT WE HAD BEEN ADVISED NEVER TO USE THESE AS THEY MAY DAMAGE THE DEVICES CONNECTED TO THEM. HE ADVISED THAT IT SHOULD BE FINE, AND UNDER THE CIRCUMSTANCES IT WAS THE BEST CHOICE. WE ASKED THE COUPLE IF THIS WOULD BE OKAY WITH THEM, AND THEY WERE VERY COOPERATIVE. WE BROUGHT THE CONCENTRATOR TO THE GALLEY AND CHARGED THE BATTERY BACK UP TO AROUND 80%, WHICH WAS MORE THAN ENOUGH PWR BY THIS TIME TO SUPPLY MR X WITH OXYGEN UNTIL WE LANDED. ALL USED OXYGEN BOTTLES WERE WRITTEN UP (5 TOTAL) ON A DISCREPANCY FORM AND GIVEN TO THE CAPT. MR AND MRS X, WHILE NEVER FULLY AWARE OF THE POTENTIAL OF DIVERSION, WERE VERY GRATEFUL FOR THE HELP.

### **Synopsis**

FLT ATTENDANT ABOARD B737-800 RESORTED TO USING ACFT PWR TO RECHARGE PAX OXYGEN APPARATUS, THEREBY PREVENTING DIVERSION FOR LACK OF PAX OXYGEN BOTTLES.

**ACN: 736552**

## **Time / Day**

Date : 200704  
Day : Mon  
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 : B767 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  
ASRS Report : 736552

## **Events**

Anomaly.Aircraft Equipment Problem : Less Severe  
Anomaly.Cabin Event.Other  
Anomaly.Non Adherence : Company Policies  
Resolatory Action.None Taken : Anomaly Accepted  
Consequence.Other : Company Review  
Consequence.Other : Physical Injury

## **Assessments**

Problem Areas : Aircraft  
Problem Areas : Cabin Crew Human Performance

## **Narrative**

AT THE COMMAND OF THE PURSER'S 'FLT ATTENDANTS DISARM DOORS FOR ARR' CALL, I WENT TO DOOR 1R TO DISARM. I LIFTED THE PLASTIC COVER OF THE ARM AND DISARM LEVER AND PUSHED IN THE BUTTON, WHICH WAS WHITE BECAUSE THE COLORED PAINT HAD CHIPPED OFF. WHILE ATTEMPTING TO PULL DOWN ON THE ARM WITH MY R HAND. THE BUTTON FELT AS THOUGH IT WAS ALREADY DEPRESSED AND STUCK, AND THE DISARMING LEVER WOULD NOT COMPLETELY DISARM AS IT WAS STUCK WHILE PULLING DOWN. I APPLIED FORCE TO THE LEVER AND IT WOULD NOT GO FULLY INTO THE DISARM POS. I TURNED MY HEAD BACK TO COMMENT TO THE PURSER THAT 'THE DOOR IS STUCK' AND THEN THE LARGE HANDLE FLEW UP INTO MY L WRIST. I HEARD AND SAW THE DOOR OPEN AND STEPPED BACK TO AVOID THE DOOR HITTING ME. THE SLIDE THEN BEGAN TO DEPLOY AND I SHOUTED OUT THE DOOR, 'LOOK OUT' TO THOSE



DOWN BELOW AND STOOD ASIDE. I THEN SAW SEVERAL PEOPLE BELOW AND ASKED IF EVERYONE ON THE GND WAS OK AND RECEIVED A CONFIRMING HEAD NOD. I GAVE A THUMBS UP SIGNAL AND A MAN ON THE GND GAVE THUMBS UP BACK THAT EVERYTHING WAS OK. MY L WRIST IS SORE AND THERE IS A PIECE OF MY WATCH CHIPPED OFF THAT I WORE ON MY L WRIST. I WAS ENCOURAGED TO CONTACT A SUPVR.

## **Synopsis**

B767 SLIDE INADVERTENTLY DEPLOYS WHILE ATTEMPTING TO DISARM 1R DOOR AT GATE ARRIVAL.